

**RECEIVED**IN **By kwallace at 4:23 pm, Jun 26, 2020****DO NOT WRITE IN THIS SPACE**

Case

Date Filed

08-CA-262258

6/26/20

File an original of this charge with NLRB Regional Director in which the alleged unfair labor practice occurred or is occurring.

**1. EMPLOYER AGAINST WHOM CHARGE IS BROUGHT**

a. Name of Employer University Hospitals Health System		b. Tel. No. (b) (6), (b) (7)
d. Address (street, city, state ZIP code) (b) (6), (b) (7)(C)		c. Cell No. (b) (6), (b) (7)
e. Employer Representative (b) (6), (b) (7)(C)		f. Fax No.
		g. e-Mail (b) (6), (b) (7)(C) @uhhospitals.org
		h. Dispute Location (City and State) Cleveland, OH
i. Type of Establishment (factory, nursing home, hotel) hospital	j. Principal Product or Service health care	k. Number of workers at dispute location 100

1. The above-named employer has engaged in and is engaging in unfair labor practices within the meaning of section 8(a), subsections (1) of the National Labor Relations Act, and these unfair labor practices are practices affecting commerce within the meaning of the Act, or these unfair labor practices are unfair practices affecting commerce within the meaning of the Act and the Postal Reorganization Act.

**2. Basis of the Charge (set forth a clear and concise statement of the facts constituting the alleged unfair labor practices)**

- Since about late (b) (6), (b) (7)(C) 2020, the Employer has interfered with, restrained, and coerced its employees in the exercise of rights protected by Section 7 of the Act by falsifying the employment status of (b) (6), (b) (7)(C) to the state agency overseeing unemployment benefits in retaliation for (b) (6), (b) (7)(C) protected concerted activity consisting of sending a certified letter to the Employer's (b) (6), (b) (7)(C) and/or agent(s) that expressed group concerns about terms and conditions of employment.
- Since about mid to (b) (6), (b) (7)(C) 2020 and continuing thereafter, the Employer has interfered with, restrained, and coerced its employees in the exercise of rights protected by Section 7 of the Act by denying the work-from-home requests of (b) (6), (b) (7)(C) in retaliation for (b) (6), (b) (7)(C) protected concerted activity consisting of sending a certified letter to the Employer's supervisor(s) and/or agent(s) that expressed group concerns about terms and conditions of employment.

**3. Full name of party filing charge (if labor organization, give full name, including local name and number)**

(b) (6), (b) (7)(C)		4b. Tel. No. (b) (6), (b) (7)(C)
4a. Address (street and number, city, state, and ZIP code) (b) (6), (b) (7)(C)		4c. Cell No.
		4d. Fax No.
		4e. e-Mail (b) (6), (b) (7)(C)

**5. Full name of national or international labor organization of which it is an affiliate or constituent unit (to be filled in when charge is filed by a labor organization)**

6. DECLARATION I declare that I have read the above charge and that the statements are true to the best of my knowledge and belief. (b) (6), (b) (7)(C)		Tel. No. (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)		Office, if any, Cell No.
(b) (6), (b) (7)(C)		Fax No.
Address (b) (6), (b) (7)(C)		e-Mail (b) (6), (b) (7)(C)
Date: June 25, 2020		

**WILLFUL FALSE STATEMENTS ON THIS CHARGE CAN BE PUNISHED BY FINE AND IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001)****PRIVACY ACT STATEMENT**

Solicitation of the information on this form is authorized by the National Labor Relations Act (NLRA), 29 U.S.C. § 151 et seq. The principal use of the information is to assist the National Labor Relations Board (NLRB) in processing unfair labor practice and related proceedings or litigation. The routine uses for the information are fully set forth in the Federal Register, 71 Fed. Reg. 74942-43 (Dec. 13, 2006). The NLRB will further explain these uses upon request. Disclosure of this information to the NLRB is voluntary; however, failure to supply the information will cause the NLRB to decline to invoke its processes.

(b) (6), (b) (7)(C)



UNITED STATES GOVERNMENT  
NATIONAL LABOR RELATIONS BOARD

REGION 8  
1240 E 9TH ST  
STE 1695  
CLEVELAND, OH 44199-2086

Agency Website: [www.nlr.gov](http://www.nlr.gov)  
Telephone: (216)522-3715  
Fax: (216)522-2418



Download  
NLRB  
Mobile App

July 1, 2020

(b) (6), (b) (7)(C)

Re: University Hospitals Health System  
Case 08-CA-262258

Dear (b) (6), (b) (7)(C)

Enclosed is a copy of a charge that has been filed in this case. This letter tells you how to contact the Board agent who will be investigating the charge, explains your right to be represented, discusses presenting your evidence, and provides a brief explanation of our procedures, including how to submit documents to the NLRB.

**Investigator:** This charge is being investigated by Field Attorney NOAH FOWLE whose telephone number is (216)303-7364. If this Board agent is not available, you may contact Regional Director NORA F. MCGINLEY whose telephone number is (216)303-7370.

**Right to Representation:** You have the right to be represented by an attorney or other representative in any proceeding before us. If you choose to be represented, your representative must notify us in writing of this fact as soon as possible by completing *Form NLRB-4701, Notice of Appearance*. This form is available on our website, [www.nlr.gov](http://www.nlr.gov), or from an NLRB office upon your request.

If you are contacted by someone about representing you in this case, please be assured that no organization or person seeking your business has any "inside knowledge" or favored relationship with the National Labor Relations Board. Their knowledge regarding this proceeding was only obtained through access to information that must be made available to any member of the public under the Freedom of Information Act.

**Presentation of Your Evidence:** We seek prompt resolutions of labor disputes. Therefore, I urge you or your representative to submit a complete written account of the facts and a statement of your position with respect to the allegations set forth in the charge as soon as possible. If the Board agent later asks for more evidence, I strongly urge you or your representative to cooperate fully by promptly presenting all evidence relevant to the investigation. In this way, the case can be fully investigated more quickly.



Full and complete cooperation includes providing witnesses to give sworn affidavits to a Board agent, and providing all relevant documentary evidence requested by the Board agent. Sending us your written account of the facts and a statement of your position is not enough to be considered full and complete cooperation. A refusal to fully cooperate during the investigation might cause a case to be litigated unnecessarily.

In addition, either you or your representative must complete the enclosed Commerce Questionnaire to enable us to determine whether the NLRB has jurisdiction over this dispute. If you recently submitted this information in another case, or if you need assistance completing the form, please contact the Board agent.

We will not honor requests to limit our use of position statements or evidence. Specifically, any material you submit may be introduced as evidence at a hearing before an administrative law judge regardless of claims of confidentiality. However, certain evidence produced at a hearing may be protected from public disclosure by demonstrated claims of confidentiality.

Further, the Freedom of Information Act may require that we disclose position statements or evidence in closed cases upon request, unless an exemption applies, such as those protecting confidential financial information or personal privacy interests.

**Preservation of all Potential Evidence:** Please be mindful of your obligation to preserve all relevant documents and electronically stored information (ESI) in this case, and to take all steps necessary to avoid the inadvertent loss of information in your possession, custody or control. Relevant information includes, but is not limited to, paper documents and all ESI (e.g. SMS text messages, electronic documents, emails, and any data created by proprietary software tools) related to the above-captioned case.

**Prohibition on Recording Affidavit Interviews:** It is the policy of the General Counsel to prohibit affiants from recording the interview conducted by Board agents when subscribing Agency affidavits. Such recordings may impede the Agency's ability to safeguard the confidentiality of the affidavit itself, protect the privacy of the affiant and potentially compromise the integrity of the Region's investigation.

**Correspondence:** All documents submitted to the Region regarding your case MUST be filed through the Agency's website, [www.nlr.gov](http://www.nlr.gov). This includes all formal pleadings, briefs, as well as affidavits, documentary evidence, and position statements. The Agency requests all evidence submitted electronically to be in the form it is normally used and maintained in the course of business (i.e., native format). Where evidence submitted electronically is not in native format, it should be submitted in a manner that retains the essential functionality of the native format (i.e., in a machine-readable and searchable electronic format).

If you have questions about the submission of evidence or expect to deliver a large quantity of electronic records, please promptly contact the Board agent investigating the charge. If you cannot e-file your documents, you must provide a statement explaining why you do not

have access to the means for filing electronically or why filing electronically would impose an undue burden.

In addition, this Region will be issuing case-related correspondence and documents, including complaints, compliance specifications, dismissal letters, deferral letters, and withdrawal letters, electronically to the email address you provide. Please ensure that you receive important case-related correspondence, please ensure that the Board Agent assigned to your case has your preferred email address. These steps will ensure that you receive correspondence faster and at a significantly lower cost to the taxpayer. If there is some reason you are unable to receive correspondence via email, please contact the agent assigned to your case to discuss the circumstances that prevent you from using email.

Information about the Agency, the procedures we follow in unfair labor practice cases and our customer service standards is available on our website, [www.nlr.gov](http://www.nlr.gov) or from an NLRB office upon your request. *NLRB Form 4541, Investigative Procedures* offers information that is helpful to parties involved in an investigation of an unfair labor practice charge.

We can provide assistance for persons with limited English proficiency or disability. Please let us know if you or any of your witnesses would like such assistance.

Very truly yours,

A handwritten signature in cursive script that reads "Nora McGinley".

NORA F. MCGINLEY  
Acting Regional Director

NM/kw

Enclosures:

1. Copy of Charge
2. Commerce Questionnaire

**QUESTIONNAIRE ON COMMERCE INFORMATION**

Please read carefully, answer all applicable items, and return to the NLRB Office. If additional space is required, please add a page and identify item number.

CASE NAME

CASE NUMBER

08-CA-262258

**1. EXACT LEGAL TITLE OF ENTITY (As filed with State and/or stated in legal documents forming entity)****2. TYPE OF ENTITY**☐ CORPORATION ☐ LLC ☐ LLP ☐ PARTNERSHIP ☐ SOLE PROPRIETORSHIP ☐ OTHER (Specify )**3. IF A CORPORATION or LLC**A. STATE OF INCORPORATION  
OR FORMATION

B. NAME, ADDRESS, AND RELATIONSHIP (e.g. parent, subsidiary) OF ALL RELATED ENTITIES

**4. IF AN LLC OR ANY TYPE OF PARTNERSHIP, FULL NAME AND ADDRESS OF ALL MEMBERS OR PARTNERS****5. IF A SOLE PROPRIETORSHIP, FULL NAME AND ADDRESS OF PROPRIETOR****6. BRIEFLY DESCRIBE THE NATURE OF YOUR OPERATIONS (Products handled or manufactured, or nature of services performed).****7. A. PRINCIPAL LOCATION:****B. BRANCH LOCATIONS:****8. NUMBER OF PEOPLE PRESENTLY EMPLOYED**

A. Total:

B. At the address involved in this matter:

**9. DURING THE MOST RECENT (Check appropriate box): ☐ CALENDAR YR ☐ 12 MONTHS or ☐ FISCAL YR (FY dates )**

YES NO

A. Did you **provide services** valued in excess of \$50,000 directly to customers outside your State? If no, indicate actual value.  
\$B. If you answered no to 9A, did you **provide services** valued in excess of \$50,000 to customers in your State who purchased goods valued in excess of \$50,000 from directly outside your State? If no, indicate the value of any such services you provided.  
\$C. If you answered no to 9A and 9B, did you **provide services** valued in excess of \$50,000 to public utilities, transit systems, newspapers, health care institutions, broadcasting stations, commercial buildings, educational institutions, or retail concerns? If less than \$50,000, indicate amount. \$D. Did you **sell goods** valued in excess of \$50,000 directly to customers located outside your State? If less than \$50,000, indicate amount. \$E. If you answered no to 9D, did you **sell goods** valued in excess of \$50,000 directly to customers located inside your State who purchased other goods valued in excess of \$50,000 from directly outside your State? If less than \$50,000, indicate amount.  
\$F. Did you **purchase and receive goods** valued in excess of \$50,000 from directly outside your State? If less than \$50,000, indicate amount. \$G. Did you **purchase and receive goods** valued in excess of \$50,000 from enterprises who received the goods directly from points outside your State? If less than \$50,000, indicate amount. \$H. **Gross Revenues** from all sales or performance of services (Check the largest amount)  
☐ \$100,000 ☐ \$250,000 ☐ \$500,000 ☐ \$1,000,000 or more If less than \$100,000, indicate amount.I. Did you **begin operations within the last 12 months?** If yes, specify date: \_\_\_\_\_**10. ARE YOU A MEMBER OF AN ASSOCIATION OR OTHER EMPLOYER GROUP THAT ENGAGES IN COLLECTIVE BARGAINING?**☐ YES ☐ NO (If yes, name and address of association or group).**11. REPRESENTATIVE BEST QUALIFIED TO GIVE FURTHER INFORMATION ABOUT YOUR OPERATIONS**

NAME

TITLE

E-MAIL ADDRESS

TEL. NUMBER

**12. AUTHORIZED REPRESENTATIVE COMPLETING THIS QUESTIONNAIRE**

NAME AND TITLE (Type or Print)

SIGNATURE

E-MAIL ADDRESS

DATE

**PRIVACY ACT STATEMENT**

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**UNITED STATES OF AMERICA**  
**BEFORE THE NATIONAL LABOR RELATIONS BOARD**

**UNIVERSITY HOSPITALS HEALTH SYSTEM**

Charged Party

and

**(b) (6), (b) (7)(C)**

Charging Party

**Case 08-CA-262258**

**AFFIDAVIT OF SERVICE OF CHARGE AGAINST EMPLOYER**

I, the undersigned employee of the National Labor Relations Board, state under oath that on July 1, 2020, I served the above-entitled document(s) by post-paid regular mail upon the following persons, addressed to them at the following addresses:

**(b) (6), (b) (7)(C)**

July 1, 2020

Date

Kim Wallace, Designated Agent of NLRB

Name

/s/ Kim Wallace

Signature



UNITED STATES GOVERNMENT  
NATIONAL LABOR RELATIONS BOARD

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Mobile App

July 1, 2020

(b) (6), (b) (7)(C)

Re: University Hospitals Health System  
Case 08-CA-262258

Dear (b) (6), (b) (7)(C):

The charge that you filed in this case on June 26, 2020 has been docketed as case number 08-CA-262258. This letter tells you how to contact the Board agent who will be investigating the charge, explains your right to be represented, discusses presenting your evidence, and provides a brief explanation of our procedures, including how to submit documents to the NLRB.

**Investigator:** This charge is being investigated by Field Attorney NOAH FOWLE whose telephone number is (216)303-7364. If this Board agent is not available, you may contact Regional Director NORA F. MCGINLEY whose telephone number is (216)303-7370.

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**Presentation of Your Evidence:** As the party who filed the charge in this case, it is your responsibility to meet with the Board agent to provide a sworn affidavit, or provide other witnesses to provide sworn affidavits, and to provide relevant documents within your possession. Because we seek to resolve labor disputes promptly, you should be ready to promptly present your affidavit(s) and other evidence. If you have not yet scheduled a date and time for the Board agent to take your affidavit, please contact the Board agent to schedule the affidavit(s). If you fail to cooperate in promptly presenting your evidence, your charge may be dismissed without investigation.

**Preservation of all Potential Evidence:** Please be mindful of your obligation to preserve all relevant documents and electronically stored information (ESI) in this case, and to take all steps necessary to avoid the inadvertent loss of information in your possession, custody or control. Relevant information includes, but is not limited to, paper documents and all ESI (e.g. SMS text messages, electronic documents, emails, and any data created by proprietary software tools) related to the above-captioned case.

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We can provide assistance for persons with limited English proficiency or disability. Please let us know if you or any of your witnesses would like such assistance.



Very truly yours,

A handwritten signature in cursive script that reads "Nora McGinley".

NORA F. MCGINLEY  
Acting Regional Director

NM/kw

Form NLRB - 501 (2-08)

UNITED STATES OF AMERICA  
NATIONAL LABOR RELATIONS BOARD  
**CHARGE AGAINST EMPLOYER**

**INSTRUCTIONS:**

DO NOT WRITE IN THIS SPACE	
Case	Date Filed
08-CA-263654	7/28/2020

File an original of this charge with NLRB Regional Director in which the alleged unfair labor practice occurred or is occurring.

## 1. EMPLOYER AGAINST WHOM CHARGE IS BROUGHT

a. Name of Employer University Hospitals Health System		b. Tel. No. (b) (6), (b) (7)(C)
		c. Cell No. (b) (6), (b) (7)(C)
d. Address (street, city, state, ZIP code) (b) (6), (b) (7)(C)	e. Employer Representative (b) (6), (b) (7)(C)	f. Fax No. (b) (6), (b) (7)(C)
		g. e-Mail (b) (6), (b) (7) @uhhospitals.org
		h. Dispute Location (City and State) Cleveland, OH
i. Type of Establishment (factory, nursing home, hotel) hospital	j. Principal Product or Service health care	k. Number of workers at dispute location 100

l. The above-named employer has engaged in and is engaging in unfair labor practices within the meaning of section 8(a), subsections (1) and (3) of the National Labor Relations Act, and these unfair labor practices are practices affecting commerce within the meaning of the Act, or these unfair labor practices are unfair practices affecting commerce within the meaning of the Act and the Postal Reorganization Act.

## 2. Basis of the Charge (set forth a clear and concise statement of the facts constituting the alleged unfair labor practices)

(1) on or about (b) (6), (b) (7)(C) 2020 the Employer has interfered with, restrained, and coerced its employees in the exercise of rights protected by Section 7 of the Act by terminating the employment of (b) (6), (b) (7)(C) in retaliation for (b) (6), (b) (7)(C) protected concerted activity consisting of, but not limited to, sending a certified letter to the Employer's (b) (6), (b) (7)(C) and/or agent(s) that expressed group concerns about terms and conditions of employment, and/or engaging in other protected concerted activities and/or to discourage other employees from engaging in protected concerted activities; and (2) within the 10(b) the Employer has promulgated and/or maintained an unlawful overbroad work rule, specifically HR 72 which states "Subject to the terms of policy HR 77 Solicitation and Distribution, soliciting or requesting statements or pledges from visitors, patients or employees; or distribution of written information or literature that is not related to authorized company activities.

## 3. Full name of party filing charge (if labor organization, give full name, including local name and number)

4a. Address (street and number, city, state, and ZIP code) (b) (6), (b) (7)(C)		4b. Tel. No. (b) (6), (b) (7)(C)
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		4e. e-Mail (b) (6), (b) (7)(C)

## 5. Full name of national or international labor organization of which it is an affiliate or constituent unit (to be filled in when charge is filed by a labor organization)

## 6. DECLARATION

I declare that I have read the above charge and that the statements are true to the best of my knowledge and belief. (b) (6), (b) (7)(C)		Tel. No. (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) (filing charge)	(b) (6), (b) (7)(C) Print Name and Title	Office, if any, Cell No.
		Fax No.
Address: (b) (6), (b) (7)(C) Date: July 27, 2020		e-Mail (b) (6), (b) (7)(C)

**WILLFUL FALSE STATEMENTS ON THIS CHARGE CAN BE PUNISHED BY FINE AND IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001)**  
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Download  
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July 28, 2020

(b) (6), (b) (7)(C)

Re: University Hospitals Health System  
Case 08-CA-263654

Dear (b) (6), (b) (7)(C)

Enclosed is a copy of a charge that has been filed in this case. This letter tells you how to contact the Board agent who will be investigating the charge, explains your right to be represented, discusses presenting your evidence, and provides a brief explanation of our procedures, including how to submit documents to the NLRB.

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July 28, 2020

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NORA F. MCGINLEY  
Acting Regional Director

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2. Commerce Questionnaire

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CASE NAME

CASE NUMBER

08-CA-263654

**1. EXACT LEGAL TITLE OF ENTITY (As filed with State and/or stated in legal documents forming entity)****2. TYPE OF ENTITY**☐ CORPORATION ☐ LLC ☐ LLP ☐ PARTNERSHIP ☐ SOLE PROPRIETORSHIP ☐ OTHER (Specify )**3. IF A CORPORATION or LLC**A. STATE OF INCORPORATION  
OR FORMATION

B. NAME, ADDRESS, AND RELATIONSHIP (e.g. parent, subsidiary) OF ALL RELATED ENTITIES

**4. IF AN LLC OR ANY TYPE OF PARTNERSHIP, FULL NAME AND ADDRESS OF ALL MEMBERS OR PARTNERS****5. IF A SOLE PROPRIETORSHIP, FULL NAME AND ADDRESS OF PROPRIETOR****6. BRIEFLY DESCRIBE THE NATURE OF YOUR OPERATIONS (Products handled or manufactured, or nature of services performed).****7. A. PRINCIPAL LOCATION:****B. BRANCH LOCATIONS:****8. NUMBER OF PEOPLE PRESENTLY EMPLOYED**

A. Total:

B. At the address involved in this matter:

**9. DURING THE MOST RECENT (Check appropriate box): ☐ CALENDAR YR ☐ 12 MONTHS or ☐ FISCAL YR (FY dates )**

YES NO

A. Did you **provide services** valued in excess of \$50,000 directly to customers outside your State? If no, indicate actual value.  
\$B. If you answered no to 9A, did you **provide services** valued in excess of \$50,000 to customers in your State who purchased goods valued in excess of \$50,000 from directly outside your State? If no, indicate the value of any such services you provided.  
\$C. If you answered no to 9A and 9B, did you **provide services** valued in excess of \$50,000 to public utilities, transit systems, newspapers, health care institutions, broadcasting stations, commercial buildings, educational institutions, or retail concerns? If less than \$50,000, indicate amount. \$D. Did you **sell goods** valued in excess of \$50,000 directly to customers located outside your State? If less than \$50,000, indicate amount. \$E. If you answered no to 9D, did you **sell goods** valued in excess of \$50,000 directly to customers located inside your State who purchased other goods valued in excess of \$50,000 from directly outside your State? If less than \$50,000, indicate amount.  
\$F. Did you **purchase and receive goods** valued in excess of \$50,000 from directly outside your State? If less than \$50,000, indicate amount. \$G. Did you **purchase and receive goods** valued in excess of \$50,000 from enterprises who received the goods directly from points outside your State? If less than \$50,000, indicate amount. \$**H. Gross Revenues from all sales or performance of services (Check the largest amount)**☐ \$100,000 ☐ \$250,000 ☐ \$500,000 ☐ \$1,000,000 or more If less than \$100,000, indicate amount.

I. Did you begin operations within the last 12 months? If yes, specify date: \_\_\_\_\_

**10. ARE YOU A MEMBER OF AN ASSOCIATION OR OTHER EMPLOYER GROUP THAT ENGAGES IN COLLECTIVE BARGAINING?**☐ YES ☐ NO (If yes, name and address of association or group).**11. REPRESENTATIVE BEST QUALIFIED TO GIVE FURTHER INFORMATION ABOUT YOUR OPERATIONS**

NAME

TITLE

E-MAIL ADDRESS

TEL. NUMBER

**12. AUTHORIZED REPRESENTATIVE COMPLETING THIS QUESTIONNAIRE**

NAME AND TITLE (Type or Print)

SIGNATURE

E-MAIL ADDRESS

DATE

**PRIVACY ACT STATEMENT**

Solicitation of the information on this form is authorized by the National Labor Relations Act (NLRA), 29 U.S.C. § 151 et seq. The principal use of the information is to assist the National Labor Relations Board (NLRB) in processing representation and/or unfair labor practice proceedings and related proceedings or litigation. The routine uses for the information are fully set forth in the Federal Register, 71 Fed. Reg. 74942-43 (Dec. 13, 2006). The NLRB will further explain these uses upon request. Disclosure of this information to the NLRB is voluntary. However, failure to supply the information may cause the NLRB to refuse to process any further a representation or unfair labor practice case, or may cause the NLRB to issue you a subpoena and seek enforcement of the subpoena in federal court.





UNITED STATES GOVERNMENT  
NATIONAL LABOR RELATIONS BOARD

REGION 8  
1240 E 9TH ST  
STE 1695  
CLEVELAND, OH 44199-2086

Agency Website: [www.nlrb.gov](http://www.nlrb.gov)  
Telephone: (216)522-3715  
Fax: (216)522-2418



Download  
NLRB  
Mobile App

July 28, 2020

(b) (6), (b) (7)(C)

Re: University Hospitals Health System  
Case 08-CA-263654

Dear (b) (6), (b) (7)(C)

The charge that you filed in this case on July 28, 2020 has been docketed as case number 08-CA-263654. This letter tells you how to contact the Board agent who will be investigating the charge, explains your right to be represented, discusses presenting your evidence, and provides a brief explanation of our procedures, including how to submit documents to the NLRB.

**Investigator:** This charge is being investigated by Field Attorney NOAH FOWLE whose telephone number is (216)303-7364. If this Board agent is not available, you may contact Regional Director NORA F. MCGINLEY whose telephone number is (216)303-7370.

**Right to Representation:** You have the right to be represented by an attorney or other representative in any proceeding before us. If you choose to be represented, your representative must notify us in writing of this fact as soon as possible by completing *Form NLRB-4701, Notice of Appearance*. This form is available on our website, [www.nlrb.gov](http://www.nlrb.gov), or from an NLRB office upon your request.

If you are contacted by someone about representing you in this case, please be assured that no organization or person seeking your business has any "inside knowledge" or favored relationship with the National Labor Relations Board. Their knowledge regarding this proceeding was only obtained through access to information that must be made available to any member of the public under the Freedom of Information Act.

**Presentation of Your Evidence:** As the party who filed the charge in this case, it is your responsibility to meet with the Board agent to provide a sworn affidavit, or provide other witnesses to provide sworn affidavits, and to provide relevant documents within your possession. Because we seek to resolve labor disputes promptly, you should be ready to promptly present your affidavit(s) and other evidence. If you have not yet scheduled a date and time for the Board agent to take your affidavit, please contact the Board agent to schedule the affidavit(s). If you fail to cooperate in promptly presenting your evidence, your charge may be dismissed without investigation.

**Preservation of all Potential Evidence:** Please be mindful of your obligation to preserve all relevant documents and electronically stored information (ESI) in this case, and to

take all steps necessary to avoid the inadvertent loss of information in your possession, custody or control. Relevant information includes, but is not limited to, paper documents and all ESI (e.g. SMS text messages, electronic documents, emails, and any data created by proprietary software tools) related to the above-captioned case.

**Prohibition on Recording Affidavit Interviews:** It is the policy of the General Counsel to prohibit affiants from recording the interview conducted by Board agents when subscribing Agency affidavits. Such recordings may impede the Agency's ability to safeguard the confidentiality of the affidavit itself, protect the privacy of the affiant and potentially compromise the integrity of the Region's investigation.

**Correspondence:** All documents submitted to the Region regarding your case MUST be filed through the Agency's website, [www.nlr.gov](http://www.nlr.gov). This includes all formal pleadings, briefs, as well as affidavits, documentary evidence, and position statements. The Agency requests all evidence submitted electronically to be in the form it is normally used and maintained in the course of business (i.e., native format). Where evidence submitted electronically is not in native format, it should be submitted in a manner that retains the essential functionality of the native format (i.e., in a machine-readable and searchable electronic format).

If you have questions about the submission of evidence or expect to deliver a large quantity of electronic records, please promptly contact the Board agent investigating the charge. If you cannot e-file your documents, you must provide a statement explaining why you do not have access to the means for filing electronically or why filing electronically would impose an undue burden.

In addition, this Region will be issuing case-related correspondence and documents, including complaints, compliance specifications, dismissal letters, deferral letters, and withdrawal letters, electronically to the email address you provide. Please ensure that you receive important case-related correspondence, please ensure that the Board Agent assigned to your case has your preferred email address. These steps will ensure that you receive correspondence faster and at a significantly lower cost to the taxpayer. If there is some reason you are unable to receive correspondence via email, please contact the agent assigned to your case to discuss the circumstances that prevent you from using email.

Information about the Agency, the procedures we follow in unfair labor practice cases and our customer service standards is available on our website, [www.nlr.gov](http://www.nlr.gov) or from an NLRB office upon your request. *NLRB Form 4541, Investigative Procedures* offers information that is helpful to parties involved in an investigation of an unfair labor practice charge.

We can provide assistance for persons with limited English proficiency or disability. Please let us know if you or any of your witnesses would like such assistance.

Very truly yours,

A handwritten signature in cursive script that reads "Nora McGinley". The signature is written in dark ink and is positioned below the closing "Very truly yours,".

NORA F. MCGINLEY  
Acting Regional Director

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**From:** (b) (6), (b) (7)(C), (b) (7)(D)  
**Sent:** Monday, June 29, 2020 4:34 PM  
**To:** Fowle, Noah  
**Subject:** Re: 08-CA-262258(university hospitals health systems)

Good afternoon NLRB Field Attorney Fowle,

Do you have an opening on your calendar for Thursday, July 2, 2020 at 8:45 AM? If not, Wednesday, July 8, 2020 at 8:45 AM?

Respectfully,

/s/ (b) (6), (b) (7)(C), (b) (7)(D)

-----Original Message-----

From: Fowle, Noah <Noah.Fowle@nrlb.gov>  
To: (b) (6), (b) (7)(C), (b) (7)(D)  
Sent: Mon, Jun 29, 2020 7:07 am  
Subject: 08-CA-262258(university hospitals health systems)

(b) (6), (b) (7)(C), (b) (7)(D),

I am in receipt of the photo of the three page letter you sent me. In addition, your 6-26-20 filed charge, 08-CA-262258, has been assigned to me. I have begun to the withdrawal process on your previous charge 08-CA-262173, and you should receive notice of the approved withdrawal later this week.

I will review your letter and contact you about a sworn affidavit for your charge. In order to complete the affidavit over the phone, you will need at least 2 hours, plus internet access and a printer. Once my interview with you is complete, I will email you a copy of the statement, and you must print it off and review it BEFORE swearing an oath to me over the phone and signing the affidavit. Finally, you will need to fax or scan back a copy of the signed affidavit to me.

Please let me know if you have the equipment to complete this (i.e. reliable internet access and a printer) and give me some day's times when you are available to complete the interview this week.

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, June 26, 2020 5:27 PM  
**To:** Fowle, Noah <Noah.Fowle@nrlb.gov>  
**Subject:** Re: 08-CA-262173 (university hospitals health systems)

Good evening NLRB Field Attorney Fowle,

The new charge was signed and faxed to NLRB office about two hours ago. Please find attached copy of letter that was sent certified along with the initial application to telecommute.

Have a great weekend!

Respectfully,

/s/ (b) (6), (b) (7)(C)

-----Original Message-----

From: Fowle, Noah <Noah.Fowle@nlr.gov>

To: (b) (6), (b) (7)(C)

Sent: Thu, Jun 25, 2020 6:29 pm

Subject: RE: 08-CA-262173 (university hospitals health systems)

(b) (6), (b) (7)(C)

Attached is the new charge we discussed. Print it off and review it. When you are ready to file it, sign and date it, and fax it back to the below number.

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
**216 522 2418 (fax)**  
[noah.fowle@nlr.gov](mailto:noah.fowle@nlr.gov)

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From: Fowle, Noah

Sent: Thursday, June 25, 2020 5:12 PM

To: (b) (6), (b) (7)(C)

Subject: 08-CA-262173 (university hospitals health systems)

(b) (6), (b) (7)(C)

This email is a follow up to our phone call.

1. I will begin to process your withdrawal of the above referenced charge
2. I will draft a new charge that more specifically spells out your allegations against the Employer and send it to you later tonight. You need to print it off, review it and sign/date it – then fax it back to me as that is the most efficient way to file a charge. **WE CANNOT ACCEPT EMAILED CHARGES, so you must fax it.**
3. I also provided you with a number for the Dept of Labor Wage and Hour division in order to make an allegation that your employer retaliated against you because you tried to access your (b) (6), (b) (7)(C) benefits. That number is (b) (6), (b) (7)(C)
4. (b) (6), (b) (7)(C) and that you have (b) (6), (b) (7)(C) and that your employer is aware of it, and I directed you to go to (b) (6), (b) (7)(C).gov to file a complaint/allegation against your employer that (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Noah Fowle  
Field Attorney, NLRB – Region 8

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
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216 522 2418 (fax)  
[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)



University Hospitals Health System  
Customer Service Center  
20800 Harvard Road  
Highland Hills, OH 44122

(b) (6), (b) (7)(C)

Cubicle: (b) (6), (b) (7)(C)

Tel: (b) (6), (b) (7)(C)

Email: (b) (6), (b) (7)(C)

Monday, 02<sup>nd</sup> March 2020

(b) (6), (b) (7)(C)

By Via Certified Mail: 7019 2280 0002 1689 3354  
W/ Return Receipt: 9590 9402 5393 9189 5243 07

Dear (b) (6), (b) (7)(C)

I am interested in an Alternative Work Arrangement. I need an adjustment or change at work including but not limited to avoid[ing] temporary or permanent adverse conditions in the work environment. I am asking for continued employment. I am requesting to work five days away from the (b) (6), (b) (7)(C) department however, I am open to discuss one, two or any number of days to telecommute.

Please find enclosed a signed "Alternative Work Arrangement Application and Agreement." This document was given to me by leadership. I would also like to schedule a meeting to discuss my concerns in detail including but not limited to University Hospitals Health System speak-up policy, unfair treatment, hostile work environment, performance, salary, equal skill, effort, and responsibility, which are performed under similar working conditions.

The current pay does not correspond to my added responsibilities or increased duties on the (b) (6), (b) (7)(C) department. I request this meeting be held to further clarify my efforts, achievements, future expectations and why I believe a pay raise is well-deserve.

More importantly, the speak-up policy and results of (b) (6), (b) (7)(C) investigation, and the basis for your decision to issue me a corrective action.

I believe you and (b) (6), (b) (7)(C) were aware in (b) (6), (b) (7)(C) 2020, that I filed a formal complaint against (b) (6), (b) (7)(C) regarding inappropriate behavior and hostile work environment.

The complaint included [redacted] statement. [redacted] was accompanied by [redacted] employee at the time of [redacted] inappropriate actions. Shortly after the incident I emailed [redacted] to make [redacted] aware of [redacted] actions. In response to my email message a [redacted] official [redacted] from another department, advised me to retract my anxious statements about the [redacted] criticism.

In the month of [redacted] 2020, I was issued a corrective action after my formal complaint was lodged against [redacted] I believe that you and/or University Hospitals Health System appropriate officials did not properly investigate my formal complaint, due process was not afforded, and witnesses were not interviewed.

Based on my understanding leadership handled my complaint and felt corrective action was warranted.

If the roles would've been reverse and [redacted] employee had filed a formal complaint against [redacted] or [redacted] regarding inappropriate behavior and hostile work environment. And shortly after the incident [redacted] emailed the [redacted] to make [redacted] aware of [redacted] actions. I believe a response from a [redacted] or [redacted] [redacted] would've not advised the [redacted] employee to retract [redacted] anxious statements about the [redacted] criticism.

I also believe University Hospitals Health System appropriate officials [redacted] would've have properly investigate a [redacted] employee's formal complaint, afford [redacted] due process, and interviewed the witnesses.

The [redacted] leadership team would've handled [redacted] complaint differently. A [redacted] employee would've not been issued a corrective action after [redacted] formal complaint was lodged against [redacted]

I believe because I am a [redacted] I was treated differently and issued a corrective action.

I believe I have been discriminated against because of my [redacted]  
[redacted]

I further believe I have been retaliated against because of my protected activity(ies).

I am also informing you that I will be organizing a union. We will be organizing a union in [redacted] department here at the [redacted] to allow University Hospitals Health System to become a Union Workplace.

There are many discussions held among employees here at the [redacted] The one complaint that comes up constantly in the breakroom are employees mistreatment by management at University Hospitals Health System.

Temporary employees commonly referred to as "Temps" come to work daily, do his or her job same or better than most, and perform other assigned duties of permanent full-time employees. I have seen hard-working temporary employees at University Hospitals Health System endure unfair treatment, and suddenly let go. For example, there are great workers from temporary agency(ies) such as but not limited to [redacted] who should be employed as a permanent full-time employee.

I believe forming a union will raise common issues concerning wages, hours, job opportunities, provide mutual aid and protection of all employees, help employees talk about serious work-related issues together



such as but not limited to seniority, efficient ways to bargain for additional rights and benefits and employee discrimination.

Unions are associated with higher productivity, lower employee turnover, improved workplace communication, and a better-trained workforce.

As it relates to permanent full-time and temporary employees, I believe having an Employee & Labor Relations department would be highly effective for management regarding developing, maintaining and improving employee relationships via communication, processing grievances and/or disputes as well as interpreting and conveying policies.

This critical HR component (Employee & Labor Relations) operates as a nexus between staff and management, bridging gaps that oftentimes seem insurmountable to either party. Labor Relations would offer balanced advocacy to management and individual employees to protect their respective rights and facilitate a more harmonious work environment at University Hospitals Health System.

I believe having a Union at the (b) (6), (b) (7)(C) will foster a positive professional involvement that contributes to satisfactory productivity, motivation and morale.

Regards,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Employee  
University Hospitals Health System

4/2020

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**From:** Fowle, Noah  
**Sent:** Friday, July 3, 2020 7:09 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** 08-CA-262258 (UH) - additional documents needed

(b) (6), (b) (7)(C),

Following your affidavit please provide me with copies of the below documents referenced in your statement:

- Corrective action
- (b) (6), (b) (7)(C) email and (b) (6), (b) (7)(C) response – around (b) (6), (b) (7)(C) 2020
- (b) (6), (b) (7)(C) email response to corrective action to (b) (6), (b) (7)(C) – around February 2020
- (b) (6), (b) (7)(C) March 31 email following certified letter
- HR Complaint to (b) (6), (b) (7)(C) – (b) (6), (b) (7)(C) 2020
- Email exchange about work from home – (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) – March 2020?
- Emailed requests for paid time off (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
- Request for unpaid time off (b) (6), (b) (7)(C)
- May 3 email to (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) response
- All emails and any other correspondence to Regroup about (b) (6), (b) (7)(C) paperwork, including confirmation form ReGroup in late (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) request and (b) (6), (b) (7)(C) response to (b) (6), (b) (7)(C) request

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
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216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, July 7, 2020 12:08 AM  
**To:** Fowle, Noah  
**Subject:** (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) aware of requests for paid time off (b) (6), (b) (7)(C)

-----Original Message-----

**From:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**To:** (b) (6), (b) (7)(C)  
**Sent:** Tue, (b) (6), (b) (7)(C) 2020 1:51 pm  
**Subject:** FW: Coronavirus (COVID-19) PTO Leave

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, March 18, 2020 11:19 AM  
**To:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Cc:** (b) (6), (b) (7)(C) / (b) (6), (b) (7)(C) UHHospitals.org>  
**Sub** TO Leave

Thanks (b) (6), (b) (7)(C) Stay safe. ☺

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Sent:** Wednesday, March 18, 2020 5:45 AM  
**To:** (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>  
**Subject:** RE: Coronavirus (COVID-19) PTO Leave

Understand – thanks (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 17, 2020 10:23 PM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** Coronavirus (COVID-19) PTO Leave  
**Importance:** High

Good evening.

Dear (b) (6), (b) (7)(C) et al:

On Monday, March 16, 2020, we had a conversation concerning the coronavirus (COVID-19) pandemic and available leave and work options for employees at University Hospitals regarding this matter.

(b) (6), (b) (7)(C)

Therefore, I find it necessary to inform you my Paid Time Off (PTO) of forty (40) hours will be utilize starting Wednesday, (b) (6), (b) (7)(C), 2020, and tentatively ending on Wednesday, (b) (6), (b) (7)(C) 2020.

I appreciate your understanding.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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Visit us at [www.UHhospitals.org](http://www.UHhospitals.org).

The enclosed information is STRICTLY CONFIDENTIAL and is intended for the use of the addressee only. University Hospitals and its affiliates disclaim any responsibility for unauthorized disclosure of this information to anyone other than the addressee.

Federal and Ohio law protect patient medical information, including psychiatric disorders, (H.I.V) test results, A.I.Ds-related conditions, alcohol, and/or drug dependence or abuse disclosed in this email. Federal regulation (42 CFR Part 2) and Ohio Revised Code section 5122.31 and 3701.243 prohibit disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law.



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, July 7, 2020 12:09 AM  
**To:** Fowle, Noah  
**Subject:** No record of receiving March 2, 2020 Alternative Work Arrangement - (b) (6), (b) (7)(C) March 2020  
**Attachments:** Alternative Work Arrangement - Telecommuter.pdf; Emergency Work from Home Policy - Temporary Ohio WFH V6-updated.pdf

-----Original Message-----

**From:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**To:** (b) (6), (b) (7)(C)  
**Sent:** Tue, Mar 31, 2020 8:40 am  
**Subject:** FW: Alternative Work Arrangement - Telecommuter.pdf

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Sunday, March 29, 2020 8:39 PM  
**To:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Subject:** Alternative Work Arrangement - Telecommuter.pdf

I cannot accept this form as your submission to request review/approval form the director for work from home. I don't have record that you ever gave us this form on 3-2-20 or I would have notified you it was the wrong form sooner. Maybe you pulled this form off the UH Intranet, but it doesn't apply to this situation or the (b) (6), (b) (7)(C) department.

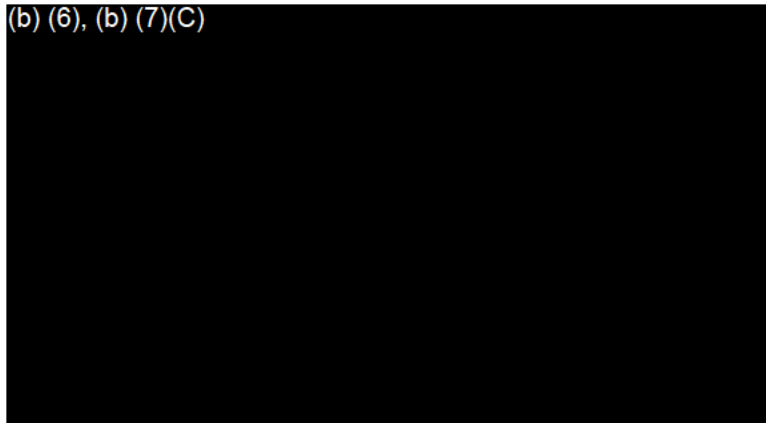
All (b) (6) employees are using the Emergency work from home policy created for Covid-19. (b) (6), (b) (7)(C) wasn't using a work from home for our dept. prior to Covid-19 although we were looking into possibly instituting one in the future prior to Covid-19.

Please review the correct form instead that I've attached again and that I sent you recently via email. Sign and return if in agreement as you can't start work from home without it. I still need your cabinet key so feel free to drop off the signed form and key to security. We also need a photo of your work area.

I will continue to use any PTO you may have up to your stated (b) (6), (b) (7)(C)-20 return to work date until any work from home start date is established. Thanks.

*I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.*

(b) (6), (b) (7)(C)



# POLICY & PROCEDURE

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## O 1.3 - Alternative Work Arrangements

**Purpose:** An Alternative Work Arrangement (AWA) offers employees flexibility in start-time, ability to telecommute, and/or work a compressed work week. The function/type of work an employee performs in his/her job, quality and the business needs of the department will determine the type of AWA best suited for the job.

**Procedure:** Alternative Work Arrangements are voluntary and require management approval and, in no way changes the terms and conditions of employment, and for the purposes of this program are limited to (b) (6), (b) (7)(C) staff located at the (b) (6), (b) (7)(C) . The following guidelines apply and are subject to change.

For qualified employees:

- **Eligibility:** A three-month trial should be instituted for all full-time employees (non-exempt only) that have passed 90 new hire period.
- **Application:** Outside of the trial period, any approval or denial of an AWA by management must be made in writing, and must include a rationale/justification.
- **Technological Support:** Any employee choosing to participate in the telecommute option is responsible for any costs associated with working from home – including internet access, desk & work area. UH will provide a computer & general office supplies. All equipment or supplies provided by UH will be labeled as the "Property of University Hospitals" prior to deployment.
- **Schedule requirements:** Management reserves the right to change or deny arrangements based on business needs and/or employee performance. As well, prioritization of arrangements within departments is to be made at manager discretion, using some standard and consistent rule such as first come-first served, seniority, etc.
- **Communication between departments regarding AWA** should be updated as schedules change. Employees must be responsible for changing voicemail/email/calendar when they participate in an alternative work arrangement.
- **Accessibility:** Employees working from home are expected to be reachable and available by phone, pager, or email between pre-determined working hours.
- **Timing:** Alternative work schedules should be in place for one year to allow for consistency. The three-month initial trial is an exception. Alternate work schedule termination requests made by the employee, require a minimum of 30 days' notice and manager approval.
- **Hourly-staff:** As overtime is considered on a weekly basis, hourly staff cannot participate in a flex schedule that would require working more than 40 hours in a seven day time period.
- **Corrective Action:** Employees who have received corrective action in the most recent 6 months are not eligible for any Alternative Work Arrangements.

# POLICY & PROCEDURE



## Available Alternative Work Arrangements:

### 1. Flexible schedule:

This option is available for all employees (non-exempt only) with no corrective action in the past 6 months and meeting all productivity and accuracy requirements. The department supervisor/manager will approve all alternative work arrangements. The Flexible Schedule Option will allow the employee to work varying hours within the 5 day work week. The employee is responsible to communicate to their supervisor if there are any alterations to the typical daily schedule.

The following guidelines apply:

- Punch in must be from 7:00am (no earlier) to 9:00 am (no later than)
- Punch out must be from 3:30pm to 5:30 pm
- Employee must work 8 consecutive hours each day.
- If the employee will be absent he/she must call off before 7:00 AM and communicate the reason for the absence to the immediate supervisor or manager (or director as appropriate.)

### 2. Home Office/Telecommute Option:

This option allows an employee (non-exempt only) to set up an office from home. This option is only available to staff members who have a "meets" rating on their last performance review, are in a non-supervisory, non-exempt status, have no corrective action in the last 6 months, and are meeting required accuracy and productivity standards. The following guidelines apply:

- Employee must work scheduled hours as determined by the department head to meet business needs.
- Employee must be available via e-mail or phone during scheduled work hours.
- Employee will be required to attend department meetings at the request of the supervisor.
- Employee must follow the dress code for (b) (6) located employees while he/she is at the (b) (6).
- Employee must have measurable criteria to participate in telecommute option.
- If at any time the need of the department changes and the employee is required to return to work in the office, the employee must return to the original working arrangement immediately upon the supervisor's request.
- The employee must maintain or exceed current productivity and accuracy for 6 months.

### 3. Compressed Work Week

This option is available for all full-time non-exempt employees with no corrective action in the past 6 months and meeting all productivity and accuracy requirements. Eligible employees will have received a "meets" at the time of their last performance review. The department supervisor/manager will approve all alternative work arrangements.

- Employee will work four, 10-hour shifts per week.
- Assigned day off will rotate and be assigned at the discretion of the department supervisor or manager.

## POLICY & PROCEDURE



- > Employees function as a team to ensure no interruption in service for our customers.
  - > Employee must provide "out of office" notification on phone & computer on his/her day off.
  - > On holiday weeks, the employees scheduled day off will normally be the holiday. Employee will be paid for 8 holiday hours.
  - > On holiday weeks, employees will not be required to work 10 hour shifts and will revert to 8 hour shift schedule.
  - > Any overtime must be approved by the employee's supervisor or manager.
  
  - > Hours of shift will be:
    - 7:00 AM to 5:30 PM
    - 7:30 AM to 6:00 PM
    - 8:00 AM to 6:30 PM
- \*Clocking in after 8 AM will be considered tardy

Anyone interested in an Alternative Work Arrangement must inform his/her supervisor and complete the "Alternative Work Arrangement Application and Agreement". The department supervisor will review all applications and grant approval if the arrangement best serves the needs of the department and University Hospitals. All applications are subject to approval of management and may be terminated by the employee or the department supervisor for any reason within the 3 month trial period.

Dear (b) (6), (b) (7)(C)

*I need an adjustment or change at work for a reason related to a medical condition and/or to avoid[ing] temporary or permanent adverse conditions in the work environment. I am asking for continued employment. I am willing to further discuss my need for reasonable accommodation. Furthermore, I am interested in an Alternative Work Arrangement. Please find attached the completed "Alternative Work Arrangement Application and Agreement" along with my cover letter.*

*Respectfully,*

/s/ (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

*Date: March 02, 2020*

7019 2280 0002 1689 3354  
9590 9402 5393 9189 5243 07

## POLICY & PROCEDURE

### Alternative Work Arrangements Application

This application is to be completed by anyone interested in participating in the Alternative Work Arrangement program for employees located at the (b) (6), (b) (7)(C) location. It includes information that must be completed by both the employee and the supervisor after reading participation guidelines and policies. Manager and employee will then discuss the application as well as the AWA terms and conditions, after which the application will be endorsed, modified, or denied. The manager should document the supporting rationale for this decision (see pg. 4).

#### To Be Completed By the Employee

Date: March 02, 2020

Name: (b) (6), (b) (7)(C)

Job Title: (b) (6), (b) (7)(C)

Division: (b) (6), (b) (7)(C)

Building/Room Number UH (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Work Phone: (b) (6), (b) (7)(C)

Work E-mail: (b) (6), (b) (7)(C)

Work Fax: (b) (6), (b) (7)(C)

Home Fax (if applicable): Not Applicable

Home Address: Address Is On File

Home/Mobile Phone: Home Phone Is On File

Considering the nature of your job, what kind of Alternative Work Arrangement are you seeking?

- ☐ Compressed workweek  
☒ Telecommute  
☐ Flex Time

If you are telecommuting, what job tasks will you perform in that arrangement? If I have access to information that is provided to other fellow coworkers, regardless of whether they need it to perform their jobs. The job tasks I will perform is the work I am currently performing. I am working in

(b) (6), (b) (7)(C), which includes but not limited to (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

#### 1.3 Alternative Work Arrangements

Owner: (b) (6), (b) (7)(C) SLT

Date Implemented: 09/11/2006

Date Revised: 11/5/2008; 5/1/2010; 12/31/14; 9/10/15; 8/16/16

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## POLICY & PROCEDURE

Will you continue to provide optimal customer service under an AWA (please identify your customers in answering this question)? Yes. Although, (b) (6), (b) (7)(C) I will continue to provide optimal customer service to (b) (6), (b) (7)(C) I will continue to assist fellow employees and management. I will continue to further (b) (6), (b) (7)(C) with clear and concise verbiage. I will also continue to review and respond to correspondence and inquiries received.

If you are seeking a telecommute arrangement, how often do you plan to telecommute?

☒ 5 days/week

What days do you propose to work away from the organization?

☒ Monday

☒ Thursday

☒ Tuesday

☒ Friday

☒ Wednesday

7 AM TO 3:30 PM

What will be your office hours on telecommute days? From 9 AM to 5:30 PM (Include meal break and/or any break duty hours, if applicable)

If you are seeking a flexible start time, what will be your office hours? From Not Applicable to Already on Flexible Time (Include meal break and/or any break duty hours, if applicable)

How far in advance would you need to be notified to come in to the office on a telecommute day? I am open to discussion. Management and I can discuss how far an advance notice one would reasonably need to come into the office on a telecommute day.

What methods of communication will you use when you are telecommuting (check at least two)?

☒ Phone

☐ Fax

☒ E-mail

☐ Pager/Blackberry

☐ Voice mail

☐ Other

Will you be taking documents out of the office in order to telecommute? ☐ yes ☒ no

If "yes", what types of documents (give examples)?

Not Applicable

What steps will you take to safeguard these documents? Not Applicable

Do these documents contain sensitive information (please specify)?

Not Applicable



# POLICY & PROCEDURE



Will you require remote access to sensitive information? ☒ Yes ☐ no

If "yes", how will you safeguard this information? I will request a UH laptop or desktop PC to use at home (remote site). I will safeguard this sensitive information by using a secure internet connection with an UH provided username and changing passwords to log into the desktop PC or laptop. I will not share my username or password. I will strictly use UH provided equipment, software, data, and supplies at my home (remote worksite) for conducting UH business. The confidential information accessed outside of UH facility on the laptop or desktop PC will not be copied, printed nor stored on any external hard drive or external storage device. It will be maintained in the laptop or desktop PC in a secure locked room with no traffic. A room with a lock accessible only by me to ensure the confidentiality of the information.

My signature below indicates that I agree:

- To perform services for (b) (6), (b) (7)(C) department located at the (b) (6), (b) (7)(C) under an Alternative Work Arrangement and understand that AWA is a work alternative that must be requested and approved by management prior to beginning. The AWA may be modified or terminated by management at any time when, in his/her judgment, it adversely affects service to customers or the operation of the department.
- That my duties, obligations, responsibilities, and conditions of employment with UH remain unchanged, and that my salary and benefits remain unchanged and are not affected by an AWA.
- I agree to take responsibility for performing and meeting the expectations of my job and continue to meet the minimum required work and productivity standards set by my department.
- That my work schedule, overtime compensation (if any), and all other terms and conditions of employment will conform to the current personnel policy as applicable, and meet the terms agreed upon with my manager.
- To develop an effective communications strategy with my supervisor and work group including required meetings held at UH and will follow that approved strategy throughout my AWA.
- That if applicable, I will establish dependent care arrangements during agreed upon work hours.
- to designate a remote workspace, subject to manager approval, that is free from safety hazards
- To protect the remote worksite from hazards and danger that could affect the equipment and me.
- And understand that participation in this pilot is not an entitlement and that it may be terminated by me or my manager at any time.
- To restrict use of any UH provided equipment, software, data, and supplies, which are located at my remote worksite to the sole use of conducting UH business.
- Employees electing to telecommute must ensure that all confidential information accessed outside of a UH facility be maintained in such a manner as to ensure the confidentiality of the material. This may include, but is not limited to information accessed on home computers and UH files or materials taken home for purposes of work.
- In the event of equipment malfunctions, I agree to notify my supervisor immediately. I understand that if a malfunction precludes me from working from my remote location, then I may be assigned other work or be asked to report to the primary office worksite.

## 1.3 Alternative Work Arrangements

Owner: (b) (6), (b) (7)(C) SLT

Date Implemented: 09/1/2006

Date Revised: 11/5/2008; 5/1/2010, 12/31/14; 9/10/15, 8/15/16

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## POLICY & PROCEDURE

- I understand that my remote worksite is considered an extension of UH primary worksite, and if I am injured in the course of actually performing official duties at the AWA office during the agreed upon work hours, I am governed by the UH Workers' Compensation policy. I understand that attending to personal comfort needs is not considered official duties. If I have a job related accident during my telecommuting hours I will report it to my supervisor immediately.
- Provided I am given 24 hours notice, I agree that UH may make on-site visits to my remote worksite during normally scheduled work hours, to investigate the condition and area related to any workers' compensation claim that occurred at the telecommute site.
- To be liable for injuries to third parties and/or household members that occur at my remote worksite, and to indemnify and hold UH harmless regarding any such injuries.
- To be responsible for the maintenance and repair of all my personal property, and I understand I should have appropriate insurance coverage.
- that all products, documents, reports, and data created as a result of my work related activities are owned by UH, and will be properly secured and returned to UH as requested.
- And acknowledge that I have been supplied with and have read the UH UHHS CBO Alternative Work Arrangement Guidelines and will adhere to all other applicable policies and laws.
- And understand that the information supplied by me and contained in this Alternative Work Arrangement and additional information, inquiries, or surveys may be used for data collection and evaluation of the UH CBO Alternative Work Arrangement program.

Employee Signature (b) (6), (b) (7)(C)

Date 3/2/20

**To Be Completed By Approving Official:**

The request to engage a flexible schedule is:

\*Approved, for the period of: \_\_\_\_\_

Denied, because:

---

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Eligible for reconsideration: ☐ yes, when conditions above are addressed ☐ no

Approving Official Signature

Date \_\_\_\_\_

Supervisor Signature (if different than above):

Date \_\_\_\_\_

### 1.3 Alternative Work Arrangements

OWNER: (b) ELT

Date Implemented: 09/12/2006

Date Revised: 11/5/2008; 6/1/2010; 12/31/14; 9/10/15; 8/16/16

## POLICY & PROCEDURE

Please sign this application whether you endorse the flexible schedule arrangement or not. You should discuss your decision with the applicant.

\*For the pilot period, flexible schedule agreements are only valid for a maximum of three months (or less, if the manager determines this to be necessary) and must be reviewed and re-signed at that time for a period not to exceed 12 months (or less, if the manager determines this to be necessary).

### APPROVALS

Signature on File

Vice President (b) (6), (b) (7)(C) \_\_\_\_\_ DATE \_\_\_\_\_

Signature on File

Vice President (b) (6), (b) (7)(C) \_\_\_\_\_ DATE \_\_\_\_\_

(b) (6), (b) (7)(C)

## Temporary Telecommute Work from Home Policy Related to Coronavirus-19

### Objective

University Hospitals Health Systems, Inc. ("UH"), considers telecommuting to be a viable alternative work arrangement in emergency situations when the job function can be performed remotely and when an individual, and supervisor agree that the individual's characteristics are best suited for such an arrangement.

Telecommuting allows qualified employees during this emergency to work at home for all of their regular workweek. Telecommuting is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement, nor is it a company-wide benefit, and it in no way changes the terms and conditions of employment with University Hospitals Health Systems, Inc.

(b) (6), (b) (7)(C) has prepared a temporary policy to enable employees whose functions allow them to work from home with appropriate computer and wireless support in the employee's home. Employees who qualify are expected to work their work shift and complete required assignments no different than if they were at a UH location.

Employee phones and emails will be active enabling anytime communication with leadership. Leadership reserves the right to change or terminate work from home arrangements based on issues, interruption of work and business need.

## **Procedure**

1. Leadership would suggest telecommuting as a possible work arrangement for an individual as determined by leadership and the employee.
2. Telecommuting arrangements and offerings are made on a case-by-case basis, focusing first on the business needs of the organization.
3. Any telecommuting arrangement made will be on a temporary basis during this emergency, and may be discontinued, at will, at any time at the request of either the telecommuter or department leader including, direct Supervisor, Manager, Director or above.

## **Equipment**

1. UH will determine the appropriate equipment needs (including hardware and software) for each telecommuting arrangement. Equipment supplied by the organization will be maintained by the organization.
2. In this temporary situation employees may use personal computer equipment for work duties while telecommuting and attest that patient protected health information is not saved or stored on the device. UH accepts no responsibility for damage or repairs to employee-owned equipment. UH reserves the right to make determinations as to appropriate equipment, subject to change at any time.
3. Employee must attest to having appropriate wireless function to connect and perform work duties for the established work shifts.
4. Equipment supplied by UH is to be used for business purposes only. Usage of UH equipment and systems may be monitored at any time. The telecommuter is required to sign an inventory of all office property and agrees to take appropriate action to protect the items from damage or theft.
5. Upon termination of employment all company property will be returned to the employee's leadership on the employee's last day of employment. Exiting employees will be required to work their final day on site unless other arrangements have been made.

## **PHI and Information Security**

1. Consistent with UH expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company information and patient's protected health information ("PHI) accessible from their home office. Steps include secure room for work where no other activity will take place during work time, regular password maintenance, and any other steps appropriate for the job and the environment.
2. Telecommuters will not attach any printers, data storage or any other peripheral devices to UH telecommuting equipment.
3. No printing, writing or other recording of patient information will be allowed outside of UH computer systems. This is to ensure that patients' personal health information is not compromised in any way.
4. The employee will establish an appropriate work environment within his or her home for work purposes. Employees will be provided appropriate instructions in setting up a work station designed for a confidential, safe, and comfortable work environment.
5. This work area must be free from traffic by other members of the household, and must ensure a quiet space in which to conduct work, especially when patients are being contacted by phone.
6. Employees must have broadband internet availability, which demonstrably meets minimum standards set by UH.
7. If there are others (spouse, child, other family, non-family) living in the home with the employee the work space must have a door to separate the work area from common areas within the residence.

## **Internet Requirements and IT Support**

1. Internet download speeds of 30Mbps or greater and 1Mbps upload or greater is required for work from home. It is mandatory for thin client users that the telecommuter use a wired connection to the cable or Internet device. Internet providers are able to move modem or cable box to the home office if needed; if using a wireless connection with laptop, it must be secured and password protected. Satellite Internet providers and cellular Internet are not permitted. Shared Internet connections from apartment or condo associations must meet the same Internet download and upload speeds listed above for the Telecommuters individual connection. Streaming media (Netflix, etc.) is not recommended on the same Internet connection while the Telecommuter is working.

(b) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

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- No reimbursement is being offered at this time for home WI-FI cost
2. UH IT does not support or maintain your home Internet, nor are they responsible for troubleshooting home Internet issues. UH IT will set guidelines and provide accurate, general documentation for at-home IT configuration that will work in most homes. Any IT related issues that prohibit work from home may force the Telecommuter to bring their Thin client/UH Laptop to UH for repair as well as to finish their shift at UH. Any and all repair of UH technical equipment will be done at a UH facility.
  3. Employee must take a picture of the room, door and computer that will be used to telecommute and perform duties. The picture must be attached to this policy/ agreement attesting to meeting requirements as documented.
  4. If telecommuter loses internet, power, or any key UH systems or other systems necessary for telecommuting, the employee is required to notify their Supervisor and Manager. If the outage lasts for more than 30 minutes, the telecommuter must contact their leader and may be asked to come in to the workplace for the remainder of their shift and/or utilize PTO
    - Employees must communicate with their leaders any interruptions to determine next steps including PTO and/or return to UH location
    - Telecommuter may be required to fill out an exception log for missed time punches.

### **Process Following Deployment**

1. Depending on department, after equipment has been provided to the employee, a manager or Supervisor may visit the employee's home worksite for inspection of the site to ensure that it is suitable. Repeat inspections will occur on an as-needed basis.
2. The work schedule the employee will customarily maintain, and the manner and frequency of communication needs to be given to the supervisor and approved by that supervisor. The telecommuter will be required to perform work activities during the posted work schedule. Departmental and organizational policies and procedures relative to tardiness, attendance, performance, etc., still apply. The employee agrees to be accessible by phone , and/or Cisco Jabber and email at all times during the agreed-on work hours, excluding scheduled times for break and lunch.

3. Telecommuting employees are not exempt from the overtime requirements of the Fair Labor Standards Act and will be required to record all hours worked in a manner designated by the organization. Telecommuting employees will be held to a higher standard of compliance than office-based employees due to the nature of the work arrangement.
4. Hours worked in excess of those specified per day and per workweek, in accordance with state and federal requirements, will require the advance approval of the supervisor. Employees must also follow the established departmental guidelines for clocking in on time and being ready to work at the start of the shift. Failure to comply with these requirements can result in the immediate cessation of the telecommuting agreement and possible disciplinary action.

### **Eligibility**

1. Before entering into any telecommuting agreement, the employee, manager & Director will evaluate the suitability of such an arrangement paying particular attention to the following areas:
  - a. Employee suitability. The employee and manager will review the needs, such as but not limited to appropriate work space, internet connection, equipment and work history, including any disciplinary actions of the employee
    1. For purposes of this policy and in response to the Government issued guidance to provide work from home options for persons in the state of Ohio working in designated businesses, employees in the following corrective actions statuses WILL be permitted to work from home temporarily:
      1. Confirmation of Counseling
      2. Written Warning
      3. Final Warning
    2. Employees currently in any of the above levels of Corrective Action will be permitted to work from home for the duration the governmental guidance is in place. Upon removal of the "Stay at Home" order, employees in any level of corrective action will be required to return to work in their respective facilities.
      1. Example: staff will be required to return to work 3 business days from date the band is officially lifted in Ohio.

- b. Job responsibilities. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
  - c. Equipment needs, workspace design considerations and scheduling issues.
  - d. Tax and other legal implications for the business use of the employee's home based on Internal Revenue Service (IRS) and state and local government restrictions. Responsibility for fulfilling all obligations in this area rests solely with the employee.
2. If the employee and manager agree a telecommuting agreement (this agreement) will be prepared and signed by all parties, and a temporary work from home period will begin.
3. In all situations, Work from Home may be revoked or the employee may be asked to return to work based on performance, employee cooperation or UH business need and/or requirements for critical coverage that cannot be performed remotely.
  - a. In situations involving termination of work from home due to performance and/or employee cooperation, leadership reserves the right to change status to on site work or unplanned PTO; if PTO is not available, employee may go without pay for periods of time not worked by the employee.

### **Evaluation and Expectations**

1. Evaluation of telecommuter performance during this period may include daily interaction by phone, Jabber, WebEx and e-mail between the employee and the supervisor, and weekly phone or face-to-face meetings to discuss work progress and problems.
2. At the conclusion of these communications the employee and supervisor will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. Evaluation of telecommuter performance will be consistent with that received by employees working at the office in both content and frequency and will focus on work output, completion of objectives, and time-based performance. Telecommuters that fail to meet performance standards are subject to corrective action and also losing their telecommuting privileges and being required to resume working in the office &/or use PTO.
3. A higher level of communication between the telecommuter and supervisor will occur during the temporary work from home period.

4. Any issues arising through this temporary process will require timely communication and coordination with leadership.
5. Telecommuting is *not* designed to be a replacement for appropriate child or parent care, or care for other people or pets in the home. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering into this emergency trial period.

### **Employee Attestation and Signature**

My signature below attests that I have read the above and fully understand and take responsibility for adhering to this policy in addition to existing departmental policies, code of conduct, confidentiality and privacy required to perform my job.

I commit to completing my work with the highest quality and cooperating with my leadership regarding questions and requests made of me to perform my job.

I understand this privilege can be modified or terminated anytime based upon my performance, cooperation and UH need.

**Signature of Employee**

**Date**

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-----

**Print Employee Name**

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**Signature of Manager or Director**

**Date**

-----

-----

**Print Manager or Director Name**

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List all UH Equipment employee is checking out for temporary Work From Home arrangement:

Qty	Description	P/N (Part Number)	S/N (Serial Number)	Check out Date
1	HP Thin Client T620 (UHxxxxxx/CCMN01AZTCxx)			3/12/2020
1	HP Keyboard			
1	HP Mouse			
1	HP EliteDisplay E233			
1	HP EliteDisplay E233			
1	APC Surge Arrest			
1	15' CAT6 Ethernet Cable - Belkin A3L980-15-BLK-S			

Current Status and working arrangement	Temporary Status and working arrangement

(b) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

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(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C) @UHhospitals.org>

Sent: Saturday, March 28, 2020 9:15 PM

To: (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>

Cc: (b) (6), (b) (7)(C)

Subject: Alternative Work Arrangement - Telecommuter.pdf

Dear (b) (6), (b) (7)(C) :

Please find attached the prior submitted document.

(b) (6), (b) (7)(C)

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Visit us at [www.UHhospitals.org](http://www.UHhospitals.org).

The enclosed information is STRICTLY CONFIDENTIAL and is intended for the use of the addressee only. University Hospitals and its affiliates disclaim any responsibility for unauthorized disclosure of this information to anyone other than the addressee.

Federal and Ohio law protect patient medical information, including psychiatric\_disorders, (H.I.V) test results, A.I.Ds-related conditions, alcohol, and/or drug\_dependence or abuse disclosed in this email. Federal regulation (42 CFR Part 2) and Ohio Revised Code section 5122.31 and 3701.243 prohibit disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law.



(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, January 22, 2020 5:07 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Re: Lockbox address

You may want to recall this message as I am not sure it was intended for the entire group.

Sent from my iPhone

On Jan 22, 2020, at 5:01 PM, (b) (6), (b) (7)(C) wrote:

Good evening.

First and foremost, (b) (6), (b) (7)(C) each time we met or had informal or formal conversation(s) our interaction has always been conducted with great respect and admiration.

I request that we continue this type of communication.

Next time you come over and speak to me (b) (6), (b) (7)(C) about any issue please exercise professionalism and decorum.

If, you are educated please act like it.

I did not appreciate your aggressive and uncouth behavior, which you exhibited in-front of fellow colleagues and I.

For example, (b) (6), (b) (7)(C) you holding a stack of papers this late afternoon in the aisle of my cubicle (documents that were delivered to the scanning room early this morning to be imaged) and stating in a maladroit fashion, "dropping mail up on the second floor" and "you expect us to mail them (the correspondence(s)) to the lockboxes."

Not only did I not appreciate your aggressive and uncouth behavior I will continue to emphasize that your juvenile attitude, loudness and immature presentation of misrepresented facts was not justified in regards to an issue that was resolved concerning payer correspondence(s) being sent to a lockbox.

However, what you did state and not suggest in the said meeting on (b) (6), (b) (7)(C) 2020 approximately 1:00 PM that you, (b) (6), (b) (7)(C) was

working with the mail room in-regards "to sending correspondence(s) to the lockbox".

Not only was your misrepresented information not substantiated (b) (6), (b) (7)(C) but you also incorrectly characterized fellow colleague (b) (6), (b) (7)(C) and I job position of the (b) (6), (b) (7)(C) as being (b) (6), (b) (7)(C)."

Now I will further address the aforesaid issue that you unprofessionally presented (not having or showing the experience, skill, etc., that is expected or appropriate in a person whom is trained to do a job well).

I believe you stated (not verbatim) that "correspondence(s) being sent to a lockbox was discussed in the meeting and that (b) (6), (b) (7)(C) and I was instructed and/or supposed to send the correspondence for the second floor scanning room to designated lockboxes for each facility(ies)."

When an inquiry was made to you, (b) (6), (b) (7)(C) this afternoon in-regards "to what correspondence(s) being sent to a lockbox?"

You, (b) (6), (b) (7)(C) suggested documents (that were delivered early this morning to the scanning room) to be imaged by your team were to be sent to the lockbox.

The information, which you brought to our attention this afternoon (b) (6), (b) (7)(C) in-regards to what you, (b) (6), (b) (7)(C) believed was "indicated" at the meeting on (b) (6), (b) (7)(C) 2020 was psychotomimetic.

I don't know if your mind was present in the meeting, however I will be delighted to inform you that (b) (6), (b) (7)(C) and I was never presented in the real world with the duty of sending out mail.

Long story short...there were any mention of such.

Enjoy the rest of your evening!

I will be patiently awaiting you response. ☺

Sincerely,

//s// (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Confidential Quality Assurance Peer Review Privileged Pursuant to O.R.C. Sections 2305.24, 2305.25, 2305.251, 2305.252, 2305.253 and all other applicable laws.

From: (b) (6), (b) (7)(C)

Sent: Wednesday, January 22, 2020 3:37 PM

To: (b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHHospitals.org> (b) (6), (b) (7)(C)@UHHospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) [REDACTED]@UHHospitals.org>; (b) (6), (b) (7)(C) [REDACTED]@UHHospitals.org>;

(b) (6), (b) (7)(C) [REDACTED]@UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org>(b) (6), (b) (7)(C)@UHhospitals.org>

cc(b) (6), (b) (7)(C) @UHhospitals.org>(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org> (b) (6), (b) (7)(C)@UHhospitals.org>

**Subject:** RE: Lockbox address

If the source lockbox isn't obvious then please use the UH Cleveland Medical Center lockbox address.

From: (b) (6), (b) (7)(C)

**Sent:** Wednesday, January 22, 2020 3:33 PM

To: (b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org> (b) (6), (b) (7)(C)@UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C) @UHhospitals.org>;

(b) (6), (b) (7)(C) @UHHospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org>(b) (6), (b) (7)(C)@UHhospitals.org>

(b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>

**Subject:** RE: Lockbox address

(b) (6), (b) (7)(C)

Just want to see what you all thing about if the source lockbox isn't obvious – what Lockbox should it be sent to? Like you note, not for everything, but if they can't tell on the document – where should we send?

(b) (6), (b) (7)(C)

Phone (b) (6), (b) (7)(C)



From: (b) (6), (b) (7)(C)

Sent: Wednesday, January 22, 2020 3:26 PM

To: (b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHhospitals.org>;

(b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C) @UHhospitals.org>

Cc: (b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C) @UHhospitals.org>

Subject: Lockbox address

Hello – Please use the lockbox addresses below to send correspondence to for each facility.

This will allow our Document Imaging department to focus on indexing the scanned documents received from Chase in a timely manner.

If you have any questions or concerns please let us know!

**UH Cleveland Medical Center**

Dept. 781954  
Detroit, MI 48278-1954

**UH Ahuja Medical Center**

Dept. 781966  
Detroit, MI 48278-1966

**UH Conneaut Medical Center**

Dept. 781906  
Detroit, MI 48278-1906

**UH Geauga Medical Center**

Dept. 781728  
Detroit, MI 48278-1728

**UH Geneva Medical Center**

Dept. 781851  
Detroit, MI 48278-1851

**UH Regional Medical Center (Richmond Medical Center and Bedford Medical Center)**

Dept. 781847  
Detroit, MI 48278-1847

**UH Parma Medical Center**

PO Box 771890  
Detroit, MI 48277-1890

**UH Elyria Medical Center**

PO Box 781680  
Detroit, MI 48278-1680

**UH Portage Medical Center**

Dept. 781401

Detroit, MI 48278-1401

**UH St John Medical Center**

PO Box 772009

Detroit, MI 48277-2009

**UH Samaritan Medical Center**

P.O. Box 772086

Detroit, MI 48277-2086

**2020 is the year of clear vision**

**Let's see together**

**Let's work together**

**Let's achieve together**

Thanks,

**(b) (6), (b) (7)(C)**

Phone: **(b) (6), (b) (7)(C)**

Email: **(b) (6), (b) (7)(C)** [@UHhospitals.org](mailto: @UHhospitals.org)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, July 7, 2020 12:07 AM  
**To:** Fowle, Noah  
**Subject:** Notifying (b) (6), (b) (7)(C) of (b) (6), (b) (7)(C) disparate treatment – (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) – March 2020

-----Original Message-----

**From:** (b) (6), (b) (7)(C) @Uhhospitals.org>  
**To:** (b) (6), (b) (7)(C)  
**Sent:** Mon, Mar 23, 2020 4:51 pm  
**Subject:** FW: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 23, 2020 4:45 PM  
**To:** (b) (6), (b) (7)(C) @Uhhospitals.org>; (b) (6), (b) (7)(C) @Uhhospitals.org>  
**Subject:** Re: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

(b) (6), (b) (7)(C) please review (b) (6), (b) (7)(C) message so we can respond accordingly. Thank you

Sent from my iPhone

On Mar 23, 2020, at 4:41 PM, (b) (6), (b) (7)(C) @uhhospitals.org> wrote:

Good afternoon.

Dear (b) (6), (b) (7)(C)

Like many of us, I have been watching the news daily concerning the coronavirus (COVID-19) pandemic. I know these are stressful and challenging times for us all, however I believe (b) (6), (b) (7)(C) UH will get through. On Monday, March 16, 2020, I had a conversation with (b) (6), (b) (7)(C) concerning the coronavirus (COVID-19) pandemic, which (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I made a (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) given (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) that I care for and I am afraid of contracting the virus.

(b) (6), (b) (7)(C) of my fellow colleagues, which are part of the (b) (6), (b) (7)(C) choose to either practically work remotely from home or remain at work since our position (b) (6), (b) (7)(C) entails (b) (6), (b) (7)(C) billing and health information since (b) (6), (b) (7)(C) (b) (6), (b) (7)(C).

For example, one of my colleagues is already back working remotely from home today based on the permission that (b) (6), (b) (7)(C) personally granted to (b) (6), (b) (7)(C) on Friday, March 20, 2020. Based on my understanding the other employee is at work and did not request to work remotely from home and/or (b) (6), (b) (7)(C)

I have the capabilities and access to work remotely from home, which my colleague and I was permitted and had started last Monday, March 16, 2020, alongside other departments to promote social distancing and limit the transmission of the coronavirus as it is a Center of Disease Control (CDC), State and U.S. Federal Government recommendation.

Given that (b) (6), (b) (7)(C) and I had worked remotely last week (b) (6), (b) (7)(C) denied my request yet pursuant to the Order from Governor Mike Dewine and U.S Department of Homeland Security "Guidance on the Essential Critical Infrastructure Workforce," granted my colleague permission on Friday, March 20, 2020, to start back working remotely from home today, March 23, 2020, as my fellow colleague (b) (6), (b) (7)(C) is presently doing.

I believe every effort we can make to help flatten the curve until we get more guidance and reevaluation of this public health event from you, World Health Organization (WHO), CDC, State and U.S. Federal Government, is valuable.

Any assistance you can provide in this matter will be greatly appreciated.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, July 7, 2020 12:08 AM  
**To:** Fowle, Noah  
**Subject:** You don't need reasonable accomodation - (b) (6), (b) (7)(C) - March 30, 2020  
**Attachments:** USPS TRACK AND CONFIRM SHEET LETTER DELIVERED 03092020.pdf; Alternative Work Arrangement - Telecommuter.pdf; IMG\_20200330\_114313.jpg; USPS RETURN RECEIPT (GREEN CARD) LETTER DELIVERED 03092020.pdf

-----Original Message-----

**From:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**To:** (b) (6), (b) (7)(C)  
**Sent:** Tue, Mar 31, 2020 8:38 am  
**Subject:** FW: Resubmitted Work From Home Document

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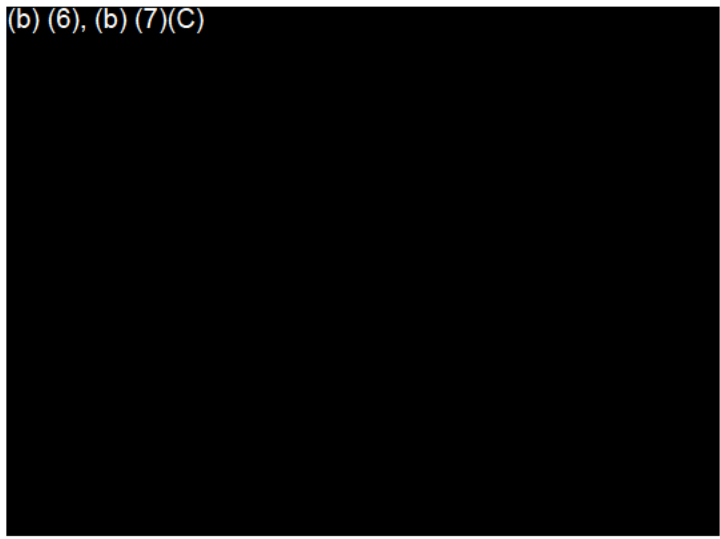
**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 9:06 PM  
**To:** (b) (6), (b) (7)(C) UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** Resubmitted Work From Home Document  
**Importance:** High

(b) (6), (b) (7)(C)  
You're making this harder than it needs to be. Now that we have a productivity measure and coverage, (b) (6), (b) (7)(C) will approve you to work from home once you sign and return the proper paperwork. You don't need a "reasonable accommodation". You do need to sign the proper paperwork.

(b) (6), (b) (7)(C) never mentioned receiving what you've attached so I don't think they brought it to (b) (6), (b) (7)(C) so far. Regardless, like I mentioned again in the email I sent you this AM, this form you pulled from somewhere isn't applicable to the Covid-19 temporary work from home policy anyway and **can't be used**.

If you want to work from home, please review, sign, and return the form I resent to you again today. If not, I'll continue to use PTO while you are out until it runs out. Thanks.

(b) (6), (b) (7)(C)



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From: (b) (6), (b) (7)(C) @UHhospitals.org>  
Sent: Monday, March 30, 2020 8:07 PM  
To: (b) (6), (b) (7)(b) (6), (b) (7)(C) UHhospitals.org>  
Cc: (b) (6), (b) (7)(p) (b), (p) (r)(C) UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: Resubmitted Work From Home Document  
Importance: High

Dear (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

Again, find the attached the prior submitted Alternative Work Arrangement – Telecommuter document (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) ), USPS records (show documents were delivered on March 09, 2020), and resent picture of the secure room with a lock, which I will be working in.

The room is only accessible by me.

I would like to work remotely from home as my fellow co-workers are presently doing. I would like to continue to assist (b) (6), (b) (7)(C) as well as the (b) (6), (b) (7)(C)

At this time I have still not received any response or approval from you for me to work remotely from home.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, July 7, 2020 12:09 AM  
**To:** Fowle, Noah  
**Subject:** Have not received the mail item - (b) (6), (b) (7)(C) - March 31, 2020

-----Original Message-----

**From:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**To:** (b) (6), (b) (7)(C)  
**Sent:** Tue, Mar 31, 2020 8:30 am  
**Subject:** FW: Resubmitted Work From Home Document

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 31, 2020 5:30 AM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** RE: Resubmitted Work From Home Document

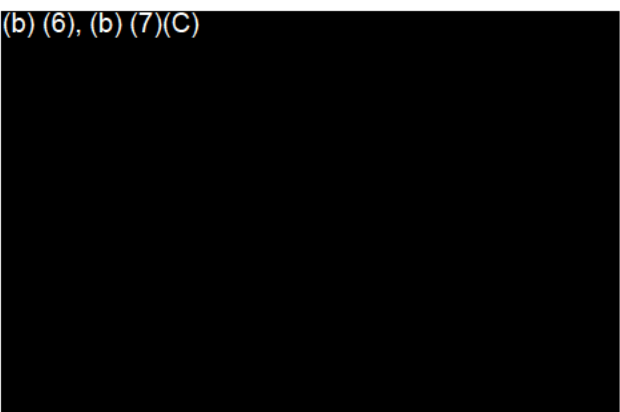
Hi (b) (6), (b) (7)(C)

I have not received this mail item yet – however, please complete the applicable form from our emergency work from home policy.

This policy you signed does not apply in this situation. As you know, our department does not have a work from home policy and implemented an “emergency policy” to accommodate COVID-19.

Thanks!

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 8:07 PM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** Resubmitted Work From Home Document  
**Importance:** High

Dear (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

Again, find the attached the prior submitted Alternative Work Arrangement – Telecommuter document (b) (6), (b) (7)(C) (b) (6), (b) (7)(C), USPS records (show documents were delivered on March 09, 2020), and resent picture of the secure room with a lock, which I will be working in.

The room is only accessible by me.

I would like to work remotely from home as my fellow co-workers are presently doing. I would like to continue to assist (b) (6), (b) (7)(C) as well as the (b) (6), (b) (7)(C)

At this time I have still not received any response or approval from you for me to work remotely from home.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, July 7, 2020 12:10 AM  
**To:** Fowle, Noah  
**Subject:** Notifying (b) (6), (b) (7)(C) of protected concerted activities – (b) (6), (b) (7)(C) – March 2020  
**Attachments:** USPS TRACK AND CONFIRM SHEET LETTER DELIVERED 03092020.pdf; Alternative Work Arrangement - Telecommuter.pdf; IMG\_20200330\_114313.jpg; USPS RETURN RECEIPT (GREEN CARD) LETTER DELIVERED 03092020.pdf

-----Original Message-----

**From:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**To:** (b) (6), (b) (7)(C)  
**Sent:** Mon, Mar 30, 2020 8:17 pm  
**Subject:** FW: Working From Home - (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 8:15 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Working From Home - (b) (6), (b) (7)(C)  
**Importance:** High

Dear (b) (6), (b) (7)(C)

I don't mean to impose upon your evening.

My name is (b) (6), (b) (7)(C). I work in (b) (6), (b) (7)(C) and is (b) (6), (b) (7)(C). Recently, I filed a formal complaint against (b) (6), (b) (7)(C) regarding inappropriate behavior along with a witness statement.

Subsequently, I also informed (b) (6), (b) (7)(C) of my concerns in a cover letter.

Despite my several requests I have still not received any approval from (b) (6), (b) (7)(C) for me to work remotely from home (concerning my (b) (6), (b) (7)(C)).

My fellow colleagues (b) (6), (b) (7)(C) have been working remotely from home approximately March 23, 2020.

I believe (b) (6), (b) (7)(C) is treating me differently than my fellow co-workers due to me exercising my right to UH Speak Up policy (and/or my other protected concerted activities).

I have attached the prior submitted Alternative Work Arrangement – Telecommuter document (I was instructed from leadership and HR to use to request (b) (6), (b) (7)(C)) and USPS records (which indicate the documents were delivered on March 09, 2020 to (b) (6), (b) (7)(C)).

Although, several employees with (b) (6), (b) (7)(C) did not provide a picture and are working remotely. I provided a picture of the secure room with a lock, which I will be working in from home. The room has no traffic and is only accessible by me.

(b) (6), (b) (7)(C)

I would like to work remotely from home as my fellow co-workers (b) (6), (b) (7)(C) are doing. I would like to continue to assist (b) (6), (b) (7)(C) as well as the (b) (6), (b) (7)(C).

Any assistance you can provide in resolving this matter will be greatly appreciated.

Again, I am so sorry for disturbing your evening.

Respectfully,

/s/ (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

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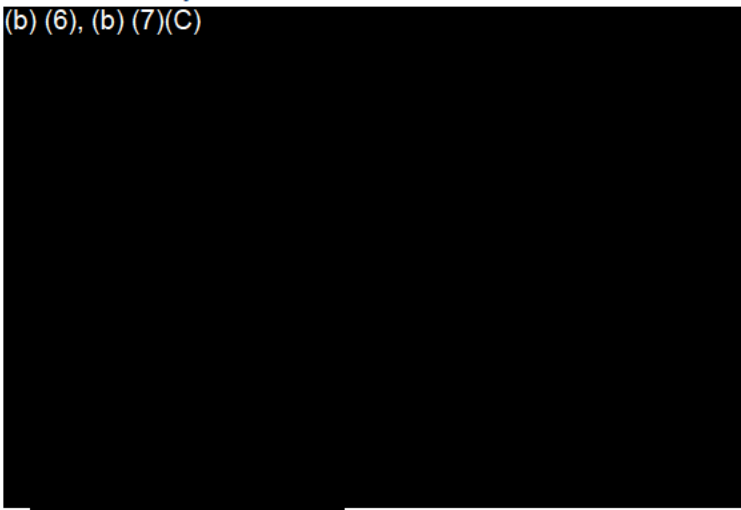
**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 8:58 AM  
**To:** (b) (6), (b) (7)(C) <[redacted]@UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) <[redacted]@UHhospitals.org>; (b) (6), (b) (7)(C) <[redacted]@UHhospitals.org>  
**Subject:** (b) (6), (b) (7)(C) unit processes

Thanks (b) (6), (b) (7)(C) for this clarification. That helps a lot. For the time being, stay with the work you've been doing, but we're working towards cross training. This has been a little tricky right now with everyone from the team at home on short notice, all of us learning what everyone does, and arranging for an (b) (6), (b) (7)(C) person to do the in-office tasks after 2 days of training, I'm going to end up having (b) (6), (b) (7)(C) do a Webex to teach (b) (6), (b) (7)(C) is helping with (b) (6), (b) (7)(C) out. You and (b) (6), (b) (7)(C) were a big help in pulling information together so we can keep everything going with work from home.

Goals for the team are to reduce handoffs in ins follow-up, timely completion of requests, and cross training. When possible, that should mean that when one of you works something in the payer audit queue, you fill the request whenever possible after you do any indexing that needs done (itemized bill, medical records, etc.). As I learn and document how this all works, it will become more evident as to what makes sense, but just reading each document request tells us what needs done.

For the EOBs, I'm okay with just sending those to the scanning dept. from the mail, but (b) (6), (b) (7)(C) has found some scanned into payer correspondence. That's what I'm trying to avoid. When (b) (6), (b) (7)(C) identifies any, (b) (6), (b) (7)(C) asks (b) (6), (b) (7)(C) to move them in the system.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C) <[redacted]@UHhospitals.org>  
**Sent:** Monday, March 30, 2020 7:08 AM  
**To:** (b) (6), (b) (7)(C) <[redacted]@UHhospitals.org>  
**Subject:** RE: (b) (6), (b) (7)(C) unit processes

(b) (6), (b) (7)(C)

I just wanted to clarify a couple things. The documents that I have been indexing starting last Thursday are not the same as what the vendor is doing. The vendor is working from (b) (6), (b) (7)(C). I am working from the (b) (6), (b) (7)(C)

(b) (6), (b) (6), (b) (7)(C) etc. Prior to coronavirus, any document our team scanned, was indexed on the same day by me. After I index one of our documents, it would then go to the work queue that was worked entirely by (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) is correct when saying that both (b) (6) and myself do not know how documents are processed from that Queue. If you would like me to handle the work Queue going forward, I would gladly do it but would need to be trained how to do so.

We can change this, but EOB's were never handled by our department. They were sent to (b) (6), (b) (7)(C) via inter office mail. The only EOB's we would ever scan were already processed by someone, and they would want them scanned in with something updated on them (a hand written note for example).

(b) (6),

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, March 27, 2020 6:35 PM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** (b) (6), (b) (7)(C) unit processes

Thanks for sending your daily work information. However, I recently asked you and (b) (6), (b) (7)(C) to not index since we have a vendor doing it, but to work requests in the audit queue. I spoke to (b) (6), (b) (7)(C) today and apparently, neither you nor (b) (6), (b) (7)(C) know how to do this. We walked through some of it today with (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) but we'll need a Webex to show you how. Then you two can write down the steps which we can use to create a job aid for how to work requests.

EOBs need to be given with cash apps or scanned to the appropriate lockbox if that is what Cash apps wants us to do. (not scanned to insurance correspondence)

Stuff from your work queues looks to go to the High Priority worklist

We'll want to find out the timing of when items hit the High Priority worklist (after you index it?)

Ideally, you should index the same day you scan an item.

Indexing the same day an item is scanned makes the automatic (b) (6), comment line up with scanned date.

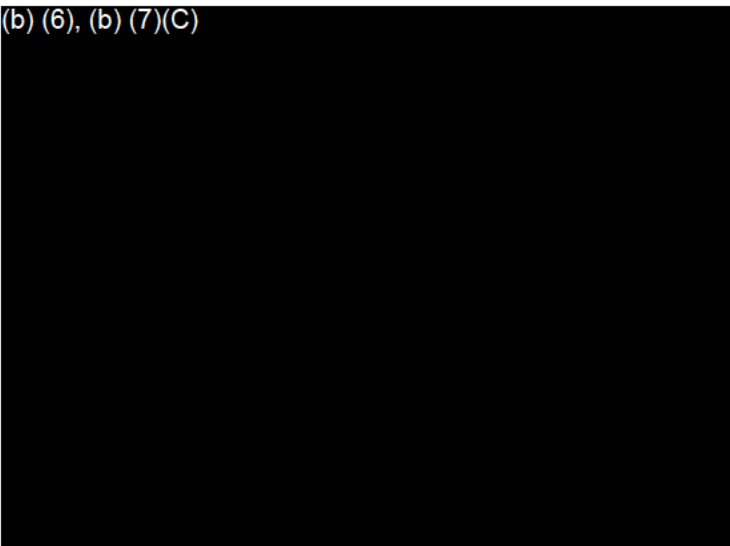
This date is used to locate the copy of the letter in (b) (6), .

Items need scanned and indexed daily. If it takes a month to scan an item, we may have missed a deadline to respond, etc.

We'll need to document the process for working requests in the audit queue.

We'll need to add the (b) (6), itemized bills requests to our (b) (6), (b) (7)(C) as a separate process.

(b) (6), (b) (7)(C)



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## Product Tracking & Reporting

[Home](#)[Search](#)[Reports](#)[Manual Entry](#)[Rates/  
Commitments](#)[PTR / EDW](#)[USPS Corporate  
Accounts](#)

March 30, 2020

### USPS Tracking Intranet Tracking Number Result


**Price Change 1/26/2020:**

USPS Premium Tracking: USPS will offer a fee-based service to extend the availability of tracking data on domestic competitive products for an additional 6 months up to 10 years. In addition, customers can also request a Premium Tracking Statement via email.

The Manual Entry Acceptance screen will be modified to use the Pricing Engine for all rates calculations. Users will no longer enter fees for Collect on Delivery (COD) and Additional Insurance; instead, users will enter the dollar amount to be collected for COD or the insured value for Insurance.

**Result for Domestic Tracking Number 7019 2280 0002 1689 3354**

 Tracking Expires On  
March 4, 2022

**Destination and Origin**
**Destination**

ZIP Code	City	State
(b) (6), (b) (7)(C)		

**Origin**

ZIP Code	City	State
(b) (6), (b) (7)(C)		

**Tracking Number Classification**
**Class/Service**

Class/Service: First-Class Certified Mail  
Class of Mail Code/Description: FC / First Class

**Destination Address Information**

Address: (b) (6), (b) (7)(C)  
City: [REDACTED]  
State: [REDACTED]  
5-Digit ZIP Code: [REDACTED]  
4-Digit ZIP Code add on: 7251  
Delivery Point Code: 99  
Record Type Code: Building/Apartment  
Delivery Type: Business, Other

**Origin / Return / Pickup Address Information**

Address: [REDACTED]  
City: [REDACTED]  
State: [REDACTED]  
5-Digit ZIP Code: (b) (6), (b) (7)(C)  
4-Digit ZIP Code add on: [REDACTED]

**Service Delivery Information**

Service Performance Date: Expected Delivery by: Thursday, 03/05/2020  
Delivery Option Indicator: 1 - Normal Delivery  
Zone: 00  
PO Box: N  
Other Information: [Service Calculation Information](#)

**Payment**

Payment Type: Other Postage  
Payment Account Number: 000000000000  
Postage: \$0.55  
Weight: 0 lb(s) 1 oz(s)  
Rate Indicator: Single Piece - Letters

**Other Information**

Related Product: 9590 9402 5393 9189 5243 07

[Agent Information](#)[Request Internal Premium Tracking Statement](#)**Extra Services****Extra Services Details**

Description	Amount
Certified Mail	\$3.55

**Events**

Event	Event Code	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
DELIVERED, LEFT WITH INDIVIDUAL	01	03/09/2020	15:51	(b) (6), (b) (7)(C)	Scanned	MDD 14226D83BD (interface type - wireless)	Scanned by route 4122C029	03/09/2020 14:56:03	<a href="#">View Delivery Signature and Address</a> <a href="#">GEO Location Data Available</a> Facility Finance Number: 381649 <a href="#">Request Delivery Record</a>
DELIVERED, LEFT WITH INDIVIDUAL	01	03/09/2020	15:49	(b) (6), (b) (7)(C)	Scanned	MDD 14226D83BD (interface type - wireless)	Scanned by route 4122C029	03/09/2020 14:53:04	<a href="#">View Delivery Signature and Address</a> <a href="#">GEO Location Data Available</a> Facility Finance Number: 381649 <a href="#">Request Delivery Record</a>
NO ACCESS	30	03/07/2020	14:22	(b) (6), (b) (7)(C)	Scanned	MDD 14226D83BD (interface type - wireless)	Scanned by route 4122C029	03/07/2020 13:27:06	<a href="#">GEO Location Data Available</a>
IN TRANSIT TO NEXT FACILITY	NT	03/07/2020	12:38	(b) (6), (b) (7)(C)	System Generated			03/07/2020 11:47:05	
IN TRANSIT TO NEXT FACILITY	NT	03/06/2020	12:38	(b) (6), (b) (7)(C)	System Generated			03/06/2020 11:52:04	
IN TRANSIT TO NEXT FACILITY	NT	03/05/2020	12:38	(b) (6), (b) (7)(C)	System Generated			03/05/2020 11:52:04	
ENROUTE/PROCESSED	10	03/04/2020	22:38	(b) (6), (b) (7)(C)	Scanned	DBCS-025-	Destined to route 44122725199	03/04/2020 21:41:04	
ENROUTE/PROCESSED	10	03/04/2020	10:51	(b) (6), (b) (7)(C)	Scanned	DBCS-037-	Destined to route 44122725199	03/04/2020 10:00:18	
ENROUTE/PROCESSED	10	03/03/2020	22:21	(b) (6), (b) (7)(C)	Scanned	CLOSS-005-	Destined to route 44122725199	03/03/2020 23:40:47	
DEPART POST OFFICE	SF	03/03/2020	16:40	(b) (6), (b) (7)(C)	System Generated			03/03/2020 15:54:04	(b) (6), (b) (7)(C)
ACCEPT OR PICKUP	03	03/03/2020	13:01	(b) (6), (b) (7)(C)	Scanned	POS	Destined to route C028	03/03/2020 12:37:04	Facility Finance Number: (b) (6), (b) (7)(C)

Enter up to 35 items separated by commas.

Select Search Type:



44122



1000

## SECTION

3.   
 ss on the reverse  
 ard to you.  
 k of the mailpiece,  
 mits.

th System

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Attn: (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



9590 9402 5393 9189 5243 07

2. Article Number (Transfer from service label)

7019 2280 0002 1689 3354

## COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

(b) (6), (b) (7)(C)

☒ Agent☐ Addressee

B.

(b) (6), (b) (7)(C)

C. Date of Delivery

3/9/28

D. Is delivery address different from item 1?

☐ Yes

If YES, enter delivery address below:

☐ No

## 3. Service Type

- ☐ Adult Signature  
☐ Adult Signature Restricted Delivery  
☒ Certified Mail®  
☐ Certified Mail Restricted Delivery  
☐ Collect on Delivery  
☐ Collect on Delivery Restricted Delivery

- ☐ Priority Mail Express®  
☐ Registered Mail™  
☐ Registered Mail Restricted Delivery  
☐ Return Receipt for Merchandise  
☐ Signature Confirmation™  
☐ Signature Confirmation Restricted Delivery

Restricted Delivery

PS Form 3811, July 2015 PSN 7530-02-000-9053

Domestic Return Receipt



.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, July 7, 2020 12:07 AM  
**To:** Fowle, Noah  
**Subject:** Request for unpaid time off April-May  
**Attachments:** Untitled; Untitled; Untitled; Untitled

-----Original Message-----

**From:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**To:** (b) (6), (b) (7)(C)  
**Sent:** Sat, Apr 4, 2020 1:58 pm  
**Subject:** FW: Coronavirus (COVID-19) Reasonable Notification Leave

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Saturday, April 04, 2020 1:58 PM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** FW: Coronavirus (COVID-19) Reasonable Notification Leave  
**Importance:** High

Dear (b) (6), (b) (7)(C) et al:

(b) (6), (b) (7)(C)

I will be tentatively be returning to work on (b) (6), (b) (7)(C), 2020.

(b) (6), (b) (7)(C)

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Dear Director Taylor Pedone et al:

(b) (6), (b) (7)(C)

I will be tentatively be returning to work on (b) (6), (b) (7)(C), 2020.

(b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C) et al:

(b) (6), (b) (7)(C)

I will be tentatively be returning to work on (b) (6), (b) (7)(C), 2020.

(b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C) et al:

(b) (6), (b) (7)(C)

I will be tentatively be returning to work on (b) (6), (b) (7)(C), 2020.

(b) (6), (b) (7)(C)



.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, July 8, 2020 5:24 PM  
**To:** Fowle, Noah  
**Subject:** Informed (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) signed Emergency Work from Home form was submitted on March 16, 2020 -March 26  
**Attachments:** Untitled; Untitled; Untitled; Untitled

-----Original Message-----

**From:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**To:** (b) (6), (b) (7)(C) >  
**Sent:** Thu, Mar 26, 2020 12:14 pm  
**Subject:** FW: COVID-19 Reasonable Notification Leave

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Thursday, March 26, 2020 12:13 PM  
**To:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Subject:** FW: COVID-19 Reasonable Notification Leave

Dear (b) (6), (b) (7)(C) :

You stated in your previous email that you don't have a signed copy of the attached Emergency Work from Home form. My (b) (6), (b) (7)(C) was submitted on March 16, 2020 at the time I was permitted to work remotely from home.

Nevertheless, as instructed I will review the attached Emergency Work from Home form before signing.

You also asked, "Where is the key to your cabinet and drawers?"

As each employee were given their own set of keys to not only lock up personal belongings but securely protect patient's health information and other highly sensitive documents.

The keys that were assigned to me are understandably, with me.

All the items and supplies related to my job is on my desk (desktop pc with dual monitors, scanner and corded mouse) including the software applications (b) (6), (b) (7)(C) and OnBase. The only items and supplies in my metal overhead cabinet and bottom drawers are paperclips, rubber bands, stapler, stapler removal, folder divider and a scotch tape holder.

Nevertheless, I understand from your email that you need the key. I will definitely arrange to get the key to the office.

Meanwhile, I will contact (b) (6), (b) (7)(C) . (b) (6), definitely have a copy of my key to give to you.

Please feel free to call me, if you have any questions concerning this matter.

(b) (6), (b) (7)(C)

/s/ (b) (6), (b) (7)(C)

---

From: (b) (6), (b) (7)(C)  
Sent: Tuesday, March 24, 2020 11:59 PM  
To: (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>  
Subject: FW: COVID-19 Reasonable Notification Leave

Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I am also greatly concern/afraid of contracting the virus working and contracting the virus working closely and interacting with individuals every day in a highly-trafficked office space.

I made several requests for reasonable accommodation to no avail.

I have expressed my concerns in prior emails and in person on March 20, 2020, and am notifying you that I will be tentatively be returning to work on (b) (6), (b) (7)(C), 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I am also greatly concern/afraid of contracting the virus working and contracting the virus working closely and interacting with individuals every day in a highly-trafficked office space.

I made several requests for reasonable accommodation to no avail.

I have expressed my concerns in prior emails and in person on March 20, 2020, and am notifying you that I will be tentatively be returning to work on (b) (6), (b) (7)(C), 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.

Respectfully,

/s/ (b) (6), (b) (7)(C)

Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C) .

(b) (6), (b) (7)(C)

I am also greatly concern/afraid of contracting the virus working and contracting the virus working closely and interacting with individuals every day in a highly-trafficked office space.

I made several requests for reasonable accommodation to no avail.

I have expressed my concerns in prior emails and in person on March 20, 2020, and am notifying you that I will be tentatively be returning to work on (b) (6), (b) (7)(C), 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.

Respectfully,

/s/ (b) (6), (b) (7)(C)

Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I am also greatly concern/afraid of contracting the virus working and contracting the virus working closely and interacting with individuals every day in a highly-trafficked office space.

I made several requests for reasonable accommodation to no avail.

I have expressed my concerns in prior emails and in person on March 20, 2020, and am notifying you that I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Sent:** Tuesday, March 24, 2020 11:57 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** COVID-19 Reasonable Notification Leave

Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I am also greatly concern/afraid of contracting the virus working and contracting the virus working closely and interacting with individuals every day in a highly-trafficked office space.

I made several requests for reasonable accommodation to no avail.

I have expressed my concerns in prior emails and in person on March 20, 2020, and am notifying you that I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.

Respectfully,

/s/ (b) (6), (b) (7)(C)

From (b) (6), (b) (7)(C)

Sent: Thursday, July 09, 2020

To (b) (6), (b) (7)(C) <@UHhospitals.org>

Cc (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) <@UHhospitals.org>; (b) (6), (b) (7)(C) <@UHhospitals.org>

Subject: Signed and Dated Work From Home Policy

Importance: High

Dear (b) (6), (b) (7)(C) et al:

Presently, I am not around a laptop or desktop computer with VMware Horizon or Virtual Desktop Infrastructure (VDI) software to access and submit this document via UH work email.

During this significant health event I want to ensure that I am putting my health and the health of those around me first.

I have also expressed workplace concerns or employee interests in prior correspondences including but not limited to what necessary precautions Employer would take to avoid possible spread of the virus on the employee's premises.

By Director's Order on July 08, 2020, for facial coverings that people wear masks in Cuyahoga County, Ohio for preventing the spread of COVID-19, please find attached the signed work from home policy.

(b) (6), (b) (7)(C)

Date: July 09, 2020

# POLICY & PROCEDURE



(b) (6), (b) (7)(C)

## Temporary Telecommute Work from Home Policy Related to Coronavirus-19

### Objective

University Hospitals Health Systems, Inc. ("UH"), considers telecommuting to be a viable alternative work arrangement in emergency situations when the job function can be performed remotely and when an individual, and supervisor agree that the individual's characteristics are best suited for such an arrangement.

Telecommuting allows qualified employees during this emergency to work at home for all of their regular workweek. Telecommuting is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement, nor is it a company-wide benefit, and it in no way changes the terms and conditions of employment with University Hospitals Health Systems, Inc.

(b) (6), (b) (7)(C) has prepared a temporary policy to enable employees whose functions allow them to work from home with appropriate computer and wireless support in the employee's home. Employees who qualify are expected to work their work shift and complete required assignments no different than if they were at a UH location.

Employee phones and emails will be active enabling anytime communication with leadership. Leadership reserves the right to change or terminate work from home arrangements based on issues, interruption of work and business need.

(b) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 – V7

Page 1 of 9

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## Procedure

1. Leadership would suggest telecommuting as a possible work arrangement for an individual as determined by leadership and the employee.
2. Telecommuting arrangements and offerings are made on a case-by-case basis, focusing first on the business needs of the organization.
3. Any telecommuting arrangement made will be on a temporary basis during this emergency, and may be discontinued, at will, at any time at the request of either the telecommuter or department leader including, direct Supervisor, Manager, Director or above.

## Equipment

1. UH will determine the appropriate equipment needs (including hardware and software) for each telecommuting arrangement. Equipment supplied by the organization will be maintained by the organization.
2. In this temporary situation employees may use personal computer equipment for work duties while telecommuting and attest that patient protected health information is not saved or stored on the device. UH accepts no responsibility for damage or repairs to employee-owned equipment. UH reserves the right to make determinations as to appropriate equipment, subject to change at any time.
3. Employee must attest to having appropriate wireless function to connect and perform work duties for the established work shifts.
4. Equipment supplied by UH is to be used for business purposes only. Usage of UH equipment and systems may be monitored at any time. The telecommuter is required to sign an inventory of all office property and agrees to take appropriate action to protect the items from damage or theft.
5. Upon termination of employment all company property will be returned to the employee's leadership on the employee's last day of employment. Exiting employees will be required to work their final day on site unless other arrangements have been made.



## **PHI and Information Security**

1. Consistent with UH expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company information and patient's protected health information ("PHI) accessible from their home office. Steps include secure room for work where no other activity will take place during work time, regular password maintenance, and any other steps appropriate for the job and the environment.
2. Telecommuters will not attach any printers, data storage or any other peripheral devices to UH telecommuting equipment.
3. No printing, writing or other recording of patient information will be allowed outside of UH computer systems. This is to ensure that patients' personal health information is not compromised in any way.
4. The employee will establish an appropriate work environment within his or her home for work purposes. Employees will be provided appropriate instructions in setting up a work station designed for a confidential, safe, and comfortable work environment.
5. This work area must be free from traffic by other members of the household, and must ensure a quiet space in which to conduct work, especially when patients are being contacted by phone.
6. Employees must have broadband internet availability, which demonstrably meets minimum standards set by UH.
7. If there are others (spouse, child, other family, non-family) living in the home with the employee the work space must have a door to separate the work area from common areas within the residence.

## **Internet Requirements and IT Support**

1. Internet download speeds of 30Mbps or greater and 1Mbps upload or greater is required for work from home. It is mandatory for thin client users that the telecommuter use a wired connection to the cable or Internet device. Internet providers are able to move modem or cable box to the home office if needed; if using a wireless connection with laptop, it must be secured and password protected. Satellite Internet providers and cellular Internet are not permitted. Shared Internet connections from apartment or condo associations must meet the same Internet download and upload speeds listed above for the Telecommuters individual connection. Streaming media (Netflix, etc.) is not recommended on the same Internet connection while the Telecommuter is working.

(b) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 – V7

Page 3 of 9

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- No reimbursement is being offered at this time for home WI-FI cost
2. UH IT does not support or maintain your home Internet, nor are they responsible for troubleshooting home Internet issues. UH IT will set guidelines and provide accurate, general documentation for at-home IT configuration that will work in most homes. Any IT related issues that prohibit work from home may force the Telecommuter to bring their Thin client/UH Laptop to UH for repair as well as to finish their shift at UH. Any and all repair of UH technical equipment will be done at a UH facility.
  3. Employee must take a picture of the room, door and computer that will be used to telecommute and perform duties. The picture must be attached to this policy/ agreement attesting to meeting requirements as documented.
  4. If telecommuter loses internet, power, or any key UH systems or other systems necessary for telecommuting, the employee is required to notify their Supervisor and Manager. If the outage lasts for more than 30 minutes, the telecommuter must contact their leader and may be asked to come in to the workplace for the remainder of their shift and/or utilize PTO
    - Employees must communicate with their leaders any interruptions to determine next steps including PTO and/or return to UH location
    - Telecommuter may be required to fill out an exception log for missed time punches.

### **Process Following Deployment**

1. Depending on department, after equipment has been provided to the employee, a manager or Supervisor may visit the employee's home worksite for inspection of the site to ensure that it is suitable. Repeat inspections will occur on an as-needed basis.
2. The work schedule the employee will customarily maintain, and the manner and frequency of communication needs to be given to the supervisor and approved by that supervisor. The telecommuter will be required to perform work activities during the posted work schedule. Departmental and organizational policies and procedures relative to tardiness, attendance, performance, etc., still apply. The employee agrees to be accessible by phone , and/or Cisco Jabber and email at all times during the agreed-on work hours, excluding scheduled times for break and lunch.

(b) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 – V7

Page 4 of 9

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3. Telecommuting employees are not exempt from the overtime requirements of the Fair Labor Standards Act and will be required to record all hours worked in a manner designated by the organization. Telecommuting employees will be held to a higher standard of compliance than office-based employees due to the nature of the work arrangement.
4. Hours worked in excess of those specified per day and per workweek, in accordance with state and federal requirements, will require the advance approval of the supervisor. Employees must also follow the established departmental guidelines for clocking in on time and being ready to work at the start of the shift. Failure to comply with these requirements can result in the immediate cessation of the telecommuting agreement and possible disciplinary action.

### **Eligibility**

1. Before entering into any telecommuting agreement, the employee, manager & Director will evaluate the suitability of such an arrangement paying particular attention to the following areas:
  - a. Employee suitability. The employee and manager will review the needs, such as but not limited to appropriate work space, internet connection, equipment and work history, including any disciplinary actions of the employee
    1. For purposes of this policy and in response to the Government issued guidance to provide work from home options for persons in the state of Ohio working in designated businesses, employees in the following corrective actions statuses WILL be permitted to work from home temporarily:
      1. Confirmation of Counseling
      2. Written Warning
      3. Final Warning
    2. Employees currently in any of the above levels of Corrective Action will be permitted to work from home for the duration the governmental guidance is in place. Upon removal of the "Stay at Home" order, employees in any level of corrective action will be required to return to work in their respective facilities.
      1. Example: staff will be required to return to work 3 business days from date the band is officially lifted in Ohio.

(b) Temporary Work From Home Policy  
(6) (b) (6), (b) (7)(C)

Owner:

New

March 26 – V7

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- b. Job responsibilities. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
  - c. Equipment needs, workspace design considerations and scheduling issues.
  - d. Tax and other legal implications for the business use of the employee's home based on Internal Revenue Service (IRS) and state and local government restrictions. Responsibility for fulfilling all obligations in this area rests solely with the employee.
2. If the employee and manager agree a telecommuting agreement (this agreement) will be prepared and signed by all parties, and a temporary work from home period will begin.
3. In all situations, Work from Home may be revoked or the employee may be asked to return to work based on performance, employee cooperation or UH business need and/or requirements for critical coverage that cannot be performed remotely.
  - a. In situations involving termination of work from home due to performance and/or employee cooperation, leadership reserves the right to change status to on site work or unplanned PTO; if PTO is not available, employee may go without pay for periods of time not worked by the employee.

### **Evaluation and Expectations**

1. Evaluation of telecommuter performance during this period may include daily interaction by phone, Jabber, WebEx and e-mail between the employee and the supervisor, and weekly phone or face-to-face meetings to discuss work progress and problems.
2. At the conclusion of these communications the employee and supervisor will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. Evaluation of telecommuter performance will be consistent with that received by employees working at the office in both content and frequency and will focus on work output, completion of objectives, and time-based performance. Telecommuters that fail to meet performance standards are subject to corrective action and also losing their telecommuting privileges and being required to resume working in the office &/or use PTO.
3. A higher level of communication between the telecommuter and supervisor will occur during the temporary work from home period.

(b) (6),  
(b) (7) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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4. Any issues arising through this temporary process will require timely communication and coordination with leadership.
5. Telecommuting is *not* designed to be a replacement for appropriate child or parent care, or care for other people or pets in the home. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering into this emergency trial period.

### Employee Attestation and Signature

My signature below attests that I have read the above and fully understand and take responsibility for adhering to this policy in addition to existing departmental policies, code of conduct, confidentiality and privacy required to perform my job.

I commit to completing my work with the highest quality and cooperating with my leadership regarding questions and requests made of me to perform my job.

I understand this privilege can be modified or terminated anytime based upon my performance, cooperation and UH need.

Signature of Employee

(b) (6), (b) (7)(C)

Date

July 9, 2020

Print Employee Name

(b) (6), (b) (7)(C)

JULY 9, 2020

Signature of Manager or Director

Date

Print Manager or Director Name

(b) (6), (b) (7) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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List all UH Equipment employee is checking out for temporary Work From Home arrangement:

Qty	Description	P/N (Part Number)	S/N (Serial Number)	Check out Date
1	HP Thin Client T620 (UHxxxxxx/CCMN01AZTCxx)			3/12/2020
1	HP Keyboard			
1	HP Mouse			
1	HP EliteDisplay E233			
1	HP EliteDisplay E233			
1	APC Surge Arrest			
1	15' CAT6 Ethernet Cable - Belkin A3L980-15-BLK-S			

Current Status and working arrangement	Temporary Status and working arrangement

(b) (6), Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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(b) [REDACTED] Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C) [REDACTED]

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**From:** (b) (6), (b) (7)(C)  
**Sent:**  
**To:** Fowle, Noah  
**Subject:** Signed March 13 2020 work from home policy given to (b) (6), (b) (7)(C) on March 16, 2020  
**Attachments:** MARCH 13 2020 WORK FROM HOME POLICY.pdf

3-13-20

# POLICY & PROCEDURE



(b) (6), (b) (7)(C)

## Temporary Telecommute Work from Home Policy Related to Coronavirus-19

### Objective

University Hospitals Health Systems, Inc. ("UH"), considers telecommuting to be a viable alternative work arrangement in emergency situations when the job function can be performed remotely and when an individual, and supervisor agree that the individual's characteristics are best suited for such an arrangement.

Telecommuting allows qualified employees during this emergency to work at home for all of their regular workweek. Telecommuting is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement, nor is it a company-wide benefit, and it in no way changes the terms and conditions of employment with University Hospitals Health Systems, Inc.

(b) (6), (b) (7)(C) has prepared a temporary policy to enable employees whose functions allow them to work from home with appropriate computer and wireless support in the employee's home. Employees who qualify are expected to work their work shift and complete required assignments no different than if they were at a UH location.

Employee phones and emails will be active enabling anytime communication with leadership. Leadership reserves the right to change or terminate work from home arrangements based on issues, interruption of work and business need.

(b) (6), (b) (7)(C) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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## Procedure

1. Leadership would suggest telecommuting as a possible work arrangement for an individual as determined by leadership and the employee.
2. Telecommuting arrangements and offerings are made on a case-by-case basis, focusing first on the business needs of the organization.
3. Any telecommuting arrangement made will be on a temporary basis during this emergency, and may be discontinued, at will, at any time at the request of either the telecommuter or department leader including, direct Supervisor, Manager, Director or above.

## Equipment

1. UH will determine the appropriate equipment needs (including hardware and software) for each telecommuting arrangement. Equipment supplied by the organization will be maintained by the organization.
2. In this temporary situation employees may use personal computer equipment for work duties while telecommuting and attest that patient protected health information is not saved or stored on the device. UH accepts no responsibility for damage or repairs to employee-owned equipment. UH reserves the right to make determinations as to appropriate equipment, subject to change at any time.
3. Employee must attest to having appropriate wireless function to connect and perform work duties for the established work shifts.
4. Equipment supplied by UH is to be used for business purposes only. Usage of UH equipment and systems may be monitored at any time. The telecommuter is required to sign an inventory of all office property and agrees to take appropriate action to protect the items from damage or theft.
5. Upon termination of employment all company property will be returned to the employee's leadership on the employee's last day of employment. Exiting employees will be required to work their final day on site unless other arrangements have been made.



## PHI and Information Security

1. Consistent with UH expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company information and patient's protected health information ("PHI) accessible from their home office. Steps include secure room for work where no other activity will take place during work time, regular password maintenance, and any other steps appropriate for the job and the environment.
2. Telecommuters will not attach any printers, data storage or any other peripheral devices to UH telecommuting equipment.
3. No printing, writing or other recording of patient information will be allowed outside of UH computer systems. This is to ensure that patients' personal health information is not compromised in any way.
4. The employee will establish an appropriate work environment within his or her home for work purposes. Employees will be provided appropriate instructions in setting up a work station designed for a confidential, safe, and comfortable work environment.
5. This work area must be free from traffic by other members of the household, and must ensure a quiet space in which to conduct work, especially when patients are being contacted by phone.
6. Employees must have broadband internet availability, which demonstrably meets minimum standards set by UH.
7. If there are others (spouse, child, other family, non-family) living in the home with the employee the work space must have a door to separate the work area from common areas within the residence.

## Internet Requirements and IT Support

1. Internet download speeds of 30Mbps or greater and 1Mbps upload or greater is required for work from home. It is mandatory that the telecommuter use a wired connection to the cable or Internet device. Internet providers are able to move modem or cable box to the home office if needed. Satellite Internet providers and cellular Internet are not permitted. Shared Internet connections from apartment or condo associations must meet the same Internet download and upload speeds listed above for the Telecommuters individual connection. Streaming media (Netflix, etc.) is not recommended on the same Internet connection while the Telecommuter is working.
  - No reimbursement is being offered at this time for home wi-fi cost

(b) (6),  
(b) (7) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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2. UH IT does not support or maintain your home Internet, or are they responsible for troubleshooting home Internet issues. UH IT will set guidelines and provide accurate, general documentation for at-home IT configuration that will work in most homes. Any IT related issues that prohibit work from home may force the Telecommuter to bring their Thin client to UH for repair as well as to finish their shift at UH. Any and all repair of UH technical equipment will be done at a UH facility.
3. Employee must take a picture of the room, door and computer that will be used to telecommute and perform duties. The picture must be attached to this policy/ agreement attesting to meeting requirements as documented.
4. If telecommuter loses internet, power, or any key UH systems or other systems necessary for telecommuting, the employee is required to notify their Supervisor and Manager. If the outage lasts for more than 30 minutes, the telecommuter must contact their leader and may be asked to come in to the workplace for the remainder of their shift and/or utilize PTO
  - Employees must communicate with their leaders of any interruptions to determine next steps including PTO and/or return to UH location
  - Telecommuter may be required to fill out an exception log for missed time punches.

### Process Following Deployment

1. ~~Depending on department after equipment has been provided to the employee, a manager or Supervisor may visit the employee's home worksite for inspection of the site to ensure that it is suitable. Repeat inspections will occur on an as-needed basis.~~
2. The work schedule the employee will customarily maintain, and the manner and frequency of communication needs to be given to the supervisor and approved by that supervisor. The telecommuter will be required to perform work activities during the posted work schedule. Departmental and organizational policies and procedures relative to tardiness, attendance, performance, etc., still apply. The employee agrees to be accessible by phone, and/or Cisco Jabber and email at all times during the agreed-on work hours, excluding scheduled times for break and lunch.

(b) (6), (b) (7)(C) Temporary Work From Home Policy  
Owner: (b) (6), (b) (7)(C)

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3. Telecommuting employees are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to record all hours worked in a manner designated by the organization. Telecommuting employees will be held to a higher standard of compliance than office-based employees due to the nature of the work arrangement.
4. Hours worked in excess of those specified per day and per workweek, in accordance with state and federal requirements, will require the advance approval of the supervisor. Employees must also follow the established departmental guidelines for clocking in on time and being ready to work at the start of the shift. Failure to comply with these requirements can result in the immediate cessation of the telecommuting agreement and possible disciplinary action.

### **Eligibility**

1. Before entering into any telecommuting agreement, the employee and manager & Director will evaluate the suitability of such an arrangement paying particular attention to the following areas:
  - a. Employee suitability. The employee and manager will review the needs, such as but not limited to appropriate work space, internet connection, and equipment and work history, including any disciplinary actions of the employee, compare the characteristics recognized as appropriate for successful telecommuter.
  - b. Job responsibilities. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
  - c. Equipment needs, workspace design considerations and scheduling issues.
  - d. Tax and other legal implications for the business use of the employee's home based on Internal Revenue Service (IRS) and state and local government restrictions. Responsibility for fulfilling all obligations in this area rests solely with the employee.
2. If the employee and manager agree a draft telecommuting agreement will be prepared and signed by all parties, and a emergency trial period will begin.

## Evaluation and Expectations

(b) (6), (b) (7)(C)

3-20

1. Evaluation of telecommuter performance during this period may include daily interaction by phone, Jabber, WebEx and e-mail between the employee and the supervisor, and weekly phone or face-to-face meetings to discuss work progress and problems.
2. At the conclusion of these communications the employee and supervisor will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. Evaluation of telecommuter performance will be consistent with that received by employees working at the office in both content and frequency and will focus on work output, completion of objectives, and time-based performance. Telecommuters that fail to meet performance standards are subject to corrective action and also losing their telecommuting privileges and being required to resume working in the office &/or use PTO.
3. A higher level of communication between the telecommuter and supervisor will occur during the emergency period.
4. Any issues arising through this temporary process will require timely communication and coordination with leadership.
5. Telecommuting is *not* designed to be a replacement for appropriate child or parent care, or care for other people or pets in the home. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering into this emergency trial period.

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1

(b) Temporary Work From Home Policy

(6) Owner: (b) (6), (b) (7)(C)

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## Employee Attestation and Signature

(b) (6), (b) (7)(C)

3-13-20

My signature below attests that I have read the above and fully understand and take responsibility for adhering to this policy in addition to existing departmental policies, code of conduct, confidentiality and privacy required to perform my job.

I commit to completing my work with the highest quality and cooperating with my leadership regarding questions and requests made of me to perform my job.

I understand this privilege can be modified or terminated anytime based upon my performance, cooperation and UH need.

(b) (6), (b) (7)(C)

Date

March 13, 2020

Print Employee Name

(b) (6), (b) (7)(C)

MARCH 13, 2020

Signature of Manager or Director

Date

Print Manager or Director Name

List all UH Equipment employee is checking out for temporary Work From Home arrangement:

Qty	Description	P/N (Part Number)	S/N (Serial Number)	Check out Date
1	HP Thin Client T620 (UHxxxxxx/CCMN01AZTCxx)			3/12/2020
1	HP Keyboard			
1	HP Mouse			
1	HP EliteDisplay E233			
1	HP EliteDisplay E233			
1	APC Surge Arrest			
1	15' CAT6 Ethernet Cable - Belkin A3L980-15-BLK-S			

(b) (6), Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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3-13-20

Current Status and working arrangement	Temporary Status and working arrangement

TODAY, MARCH 16, 2020  
DELIVERED HARD COPY TO  
(b) (6), (b) (7)(C)  
AND PTC (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Thursday, July 9, 2020 9:45 PM  
**To:** Fowle, Noah  
**Subject:** Fwd: (b) (6), (b) (7)(C) employee sort the mail is working from home- (b) (6), (b) (7)(C)-April 8 2020.pdf  
**Attachments:** (b) (6), (b) (7)(C) employee sort the mail working from home- (b) (6), (b) (7)(C)-April 8 2020.pdf

This email was sent to me

-----Original Message-----

**From:** (b) (6), (b) (7)(C) >  
**To:** noah.fowle@nrlb.gov <noah.fowle@nrlb.gov>  
**Sent:** Tue, Jul 7, 2020 12:02 am  
**Subject:** (b) (6), (b) (7)(C) employee sort the mail is working from home- (b) (6), (b) (7)(C)-April 8 2020.pdf

From: (b) (6), (b) (7)(C) @UHHospitals.org>

Sent: Wednesday, April 8, 2020 2:31 PM

To: (b) (6), (b) (7)(C) @UHHospitals.org> (b) (6), (b) (7)(C) @UHHospitals.org>

Cc: (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: Equian Documents

(b) (6), (b) (7)(C)

OK, I think I figured out what is happening now that I know what the documents you are looking for look like. Prior to Covid19, both (b) (6), (b) (7) and I were working in the office. I was always in earlier than (b) (6), (b) (7) and would sort any mail for our department and would give those (b) (6), (b) (7)(C) documents to (b) (6), (b) (7). (b) (6), (b) (7) would scan them in and, based on what I know now, send them to you (b) (6), (b) (7)(C). This process has changed since Covid19.

I am currently working from home and (b) (6), (b) (7) has been off work for about 4 weeks (I'm not sure of (b) (6), (b) (7) current work status). Two associates in our building, I believe a temp and new associate, are now handling the routing of mail. I was in the office 2 weeks ago to train the two of them as well as (b) (6), (b) (7)(C) on the mail process (what to scan and what to send where). I haven't seen any (b) (6), (b) (7)(C) documents like what you're looking for since then in (b) (6), (b) (7)(C). I have previously offered to, but I may need to go in to give a refresher on the mail process. It could also be another department got them and is working them. I know some changes are being made due to staffing levels for the people physically in our building.

(b) (6), (b) (7)(C) or the 3<sup>rd</sup> person scanning (I don't recall (b) (6), (b) (7) name) may be able to answer if they have seen the documents or not. I believe (b) (6), (b) (7)(C) was going to start working from home, so (b) (6), (b) (7) may not be seeing them either now. The envelopes always say Equian on the outside of the envelope in big letters and are addressed to (b) (6), (b) (7). I included a sample document in this email.

A quick final thought. They probably are, but are we sure that Equian is sending these documents as regularly as they were previously. I have heard from others, that some payers aren't sending as much correspondence due to their own staffing problems because of this virus.

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**From:** (b) (6), (b) (7)(C) >  
**Sent:** Thursday, July 9, 2020 10:14 AM  
**To:** Fowle, Noah  
**Subject:** Documents that I have provided are not acceptable and will not be used - (b) (6), (b) (7)(C) - April 3 (I believe (b) (6), (b) (7)(C) was referring to my requests to work from home and cover letter. I was already told by (b) (6), (b) (7)(C) on March 30 I don't need reasonable accommodation....  
**Attachments:** Emergency Work from Home Policy - Temporary Ohio WFH V6-updated.pdf

-----Original Message-----

**From:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**To:** (b) (6), (b) (7)(C)  
**Sent:** Fri, Apr 3, 2020 2:11 pm  
**Subject:** FW: Work From Home Policy - (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 2:09 PM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** RE: Work From Home Policy - (b) (6), (b) (7)(C)  
**Importance:** High

Hi (b) (6), (b) (7)(C)

Thank you for reaching back out. Please refer to my initial email to you regarding your options during this time. You have the option of signing the Temporary Work from Home Policy that was sent to you by your manager without edits. This policy was developed to help accommodate employees to work from home during the Pandemic as employee safety is a top concern of University Hospitals. Again this will allow you to work from home while the Pandemic is being addressed. Once the Pandemic is over you may be required to return back to work and conduct business as usual.

If you do not wish to take advantage of the Temporary Work from Home Policy then your only other option is to partner with (b) (6), (b) (7)(C) for an (b) (6), (b) (7)(C) accommodation to work from home. Please keep in mind that accommodations are approved/denied by leadership. Leadership will also have the ability to advise on how long they are willing to make a reasonable accommodation. If you are interested in starting the accommodation process please contact (b) (6), (b) (7)(C) at (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) at this point we cannot continue to debate about this issue. We have laid out the options for you, and you need to make a decision as to what is best for you. The documents that you have provided are not acceptable and will not be used. Again for a (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) you should partner with (b) (6), (b) (7)(C). If you fail to provide the signed work from home policy that (b) (6), (b) (7)(C) provided (attached), or work with (b) (6), (b) (7)(C) we will continue to utilize your PTO. You will not be allowed to work from home until you have followed one of the two options I have laid out for you. I appreciate you being open with leadership and HR and look forward to you making a decision.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



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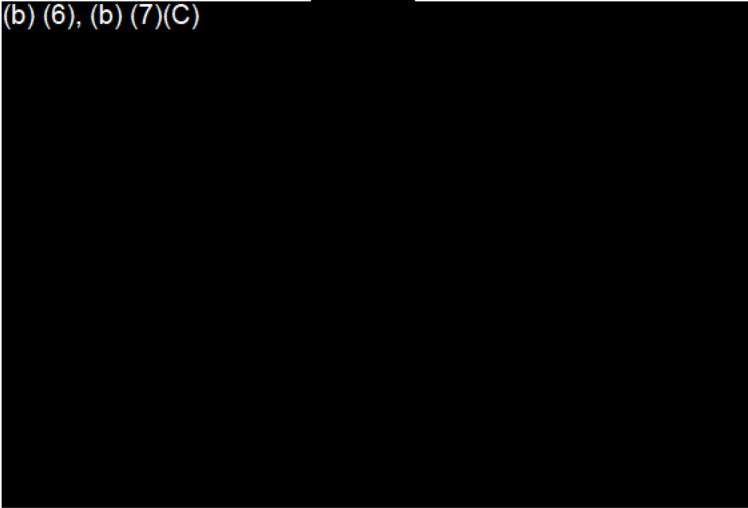
From: (b) (6), (b) (7)(C)  
Sent: Friday, April 03, 2020 11:22 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: FW: Work From Home Policy - (b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Friday, April 03, 2020 11:21 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: Work From Home Policy - (b) (6), (b) (7)(C)

Oh boy. Should I copy to (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



---

From: (b) (6), (b) (7)(C) @UHhospitals.org>  
Sent: Friday, April 3, 2020 11:19 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: Work From Home Policy - (b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C)

Per (b) (6), (b) (7)(C), "The emergency work from home policy is to make sure employees have an opportunity to work from home while the Pandemic is being addressed. The remote work from home policy will not include information regarding medical conditions, as this is only in place until the Pandemic is over."

Please find attached the above-mentioned document to make sure I will have an opportunity to work from home during this National Health Crisis, which Governor Mike DeWine issued a State Order.

It is wrong for you to state that the attached agreement was modified. Putting a line through words known commonly as a strike-out in an agreement is not a "modification" but a legal right afforded if one disagrees. For example, in this situation part(s) of the agreement conflict with social distancing, UH policy, and etc.

Black Law dictionary states, "modification" is not exactly synonymous with "amendment," for the former term denotes some minor change in the substance of the thing, without reference to its improvement or de-terioration thereby, while the latter word imports an amelioration of the thing (as by changing the phraseology of an instrument, so as to make it more distinct or specific) without involving the idea of any change in substance or essence.

(b) (6), (b) (7)(C) you are already allowing employee(s) to work remotely from home that submitted same and/or similar documents which you considered as being modified.

Further, page 6 of 9, states the following:

2. If the employee and manager agree a telecommuting agreement (this agreement) will be prepared and signed by all parties, and a temporary work from home period will begin.

Merriam- Webster dictionary defines, "prepared" as subjected to a special process or treatment.

Let me know what strike-outs and the page number (of the attached agreement) you disagree with and your reasoning so I can address (it today) why I believe the strike-outs are important.

And this agreement can be "subjected to a special process or treatment" and signed by both parties so I can start working Monday, April 06, 2020.

(b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 6:44 AM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** Work From Home Policy - (b) (6), (b) (7)(C)

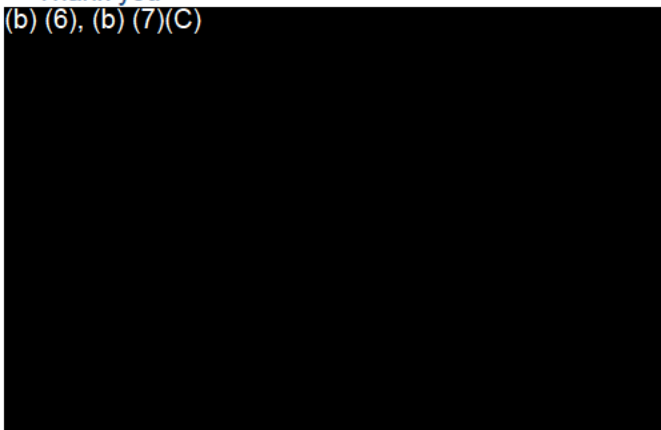
Good morning (b) (6), (b) (7)(C)

I am unable to accept this document with your modifications. We have one standard policy in place for all of (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) to accommodate during this temporary situation related to the current pandemic. I will need a copy of our signed policy without changes to move forward in the process.

As (b) (6), (b) (7)(C) indicated via email yesterday, you are able to work with (b) (6), (b) (7)(C) if you need a telecommuting accommodation outside of our attached policy. These are the only two policies that apply to our department at this time.

Thank you

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Thursday, April 02, 2020 8:55 PM  
**To:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** Attached document



Dear (b) (6), (b) (7)(C) :

I need approval for an UH computer and equipment to use at home to start working tomorrow.

(b) (6), (b) (7)(C)

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Visit us at [www.UHhospitals.org](http://www.UHhospitals.org).

The enclosed information is STRICTLY CONFIDENTIAL and is intended for the use of the addressee only. University Hospitals and its affiliates disclaim any responsibility for unauthorized disclosure of this information to anyone other than the addressee.

Federal and Ohio law protect patient medical information, including psychiatric\_disorders, (H.I.V) test results, A.I.Ds-related conditions, alcohol, and/or drug\_dependence or abuse disclosed in this email. Federal regulation (42 CFR Part 2) and Ohio Revised Code section 5122.31 and 3701.243 prohibit disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Thursday, July 9, 2020 9:47 PM  
**To:** Fowle, Noah  
**Subject:** Fwd: Email response to corrective action to (b) (6), (b) (7)(C) - February 2020  
**Attachments:** Email response to corrective action to (b) (6), (b) (7)(C) - February 2020.pdf

-----Original Message-----

**From:** (b) (6), (b) (7)(C)  
**To:** noah.fowle@nrlb.gov <noah.fowle@nrlb.gov>  
**Sent:** Tue, Jul 7, 2020 12:05 am  
**Subject:** Email response to corrective action to (b) (6), (b) (7)(C) - (b) (6), (b) (7)(C) 2020

(b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, February 05, 2020 12:00 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) confirmation of counseling given (b) (6), (b) (7)(C) 20 \*\*\*PLEASE PRINT THIS EMAIL IN ITS ENTIRETY AND ADD TO HR FILE WITH CORRECTIVE ACTION\*\*\*  
**Attachments:** hr-83.pdf; Employee Comments.pdf  
**Importance:** High

Good morning,

Dear (b) (6), (b) (7)(C) et al:

I am in receipt of your email.

I am still uncertain to the status of my formal complaint?

Let me be clear I am not inquiring to what action was taken with another employee.

I am merely asking whether my formal complaint lodged against (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) has been closed or is it still open?

I have recently filed a formal complaint and believe UH has a responsibility to take action. However, I further believe the action which was taken against me and no investigation into the comment made from another coworker in a (b) (6), (b) (7)(C) position for me to recall my response to (b) (6), (b) (7)(C) criticisms of (b) (6), (b) (7)(C) and I job performance was to deter my protected concerted activity.

Before now and after the incident involving (b) (6), (b) (7)(C) my goal(s) has always been to move forward in a productive manner.

(b) (6), (b) (7)(C) I have at no time ever challenge any goal(s) set forth by UH especially regarding its policy for employees to feel comfortable and respected.

Based on my understanding of prior communication I believe you accepted my formal complaint and assist management with the corrective action. And now instructing me "to get a better understanding speaking with (b) (6), (b) (7)(C) would be your recommendation."

You also stated, in regards "[t]o me perceiving I would not receive any corrective action that would be a conversation I could have with (b) (6), (b) (7)(C)

And asserted that the "corrective action did not address me speaking up, but rather the level of professionalism when doing so."

I find that statement openly hostile towards my protected activity.

Given that you suggest my allegations as "unprofessional," and the issued corrective action propose that my anxious statements ("if you are educated act like it" and "I don't know if your mind was present during the meeting") wrote in response to a coworker in a supervisory position addressing me and (b) (6), (b) (7)(C) in an intimidating tone lead to me in feeling uncomfortable in a work environment and (b) (6) criticisms of our job performance constituted protected concerted activity is being deemed at UH as "Comments that undermine the professionalism of any employee."

I have learn from this situation that:

- 1) If a formal complaint is lodge and not properly process after anxious statements are wrote in response to a coworker in (b) (6), (b) (7)(C) position and (b) (6), (b) (7)(C) criticisms of a fellow co-workers and my job performance;
- 2) Evidence is not examine;
- 3) Neither the victim (myself) nor witnesses (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) are interviewed in an internal investigation;
- 4) Due process has not been afforded; and
- 5) I would be issued a corrective action.

I believe are all actions to deter my protected concerted activity.

Lastly, yesterday on February 04, 2020, I requested appropriate information from you (HR) including but not limited to an UH Policy & Procedure so to refute the formal corrective action in a timely manner.

Today you purported, "As it relates to refuting this corrective action you do not have that option, as Confirmation of Counseling's cannot be contested."

I am requesting an updated form of the attached HR-83.

Sincerely,

//s/ (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Confidential Quality Assurance Peer Review Privileged Pursuant to O.R.C. Sections 2305.24, 2305.25, 2305.251, 2305.252, 2305.253 and all other applicable laws.

From: (b) (6), (b) (7)(C)

Sent: Wednesday, February 05, 2020 9:08 AM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

Subject: RE: (b) (6), (b) (7)(C) Confirmation of counseling given (b) (6), (b) (7)(C) 20 \*\*\*PLEASE PRINT THIS EMAIL IN ITS ENTIRETY AND ADD TO HR FILE WITH CORRECTIVE ACTION\*\*\*

H (b) (6), (b) (7)(C)

Thank you again for reaching out. In regards to you perceiving you would not receive any corrective action that would be a conversation you could have with (b) (6), (b) (7)(C). Looking at the corrective action you received, it does list the reasons why leadership felt corrective action was warranted but to get a better understanding speaking with (b) (6), (b) (7)(C) would be my recommendation. As it relates to (b) (6), (b) (7)(C) behavior the appropriate action has been taken, however we cannot share what action was taken with another employee so there will be no status update. If you continue to have issues with (b) (6), (b) (7)(C) you should partner with leadership or myself and we can address at that time and take action if need be.

In regards to UH speak up culture, we do want employees to speak up about issues that concern them. However this does not negate from employees following policy while speaking up about an issue. Looking at the corrective action (b) (6), (b) (7)(C) was able to provide some feedback about how to better handle concerns in the future. Your corrective action did not address you speaking up, but rather your level of professionalism when doing so. As it relates to refuting this corrective action you do not have that option, as Confirmation of Counseling's cannot be contested. I will add your statement to your file though as you requested. The goal for all employees of UH is to feel comfortable and respected. When that is not the case, UH has a responsibility to take action which was done in this situation as accountability for your behavior was addressed as well as (b) (6), (b) (7)(C). The goal now is to move forward in a productive manner and learn from the situation. As stated above if you have new concerns that arise with (b) (6), (b) (7)(C) please partner with you supervisor, or feel free to reach out to me.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Tuesday, February 04, 2020 2:28 PM



To: (b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C) @UHhospitals.org>  
(b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) confirmation of counseling given (b) (6), (b) (7)(C) 20 \*\*\*PLEASE PRINT THIS EMAIL IN ITS ENTIRETY AND  
ADD TO HR FILE WITH CORRECTIVE ACTION\*\*\*

Good afternoon.

Dear (b) (6), (b) (7)(C) et al:

I will be providing a statement in the designated box "IV. EMPLOYEE COMMENTS" on page 2 of the corrective action I received today.

I will submit my statement in a separate email.

On January 22, 2020, I sent a message to (b) (6), (b) (7)(C) documenting the altercation we had prior hours earlier.

My objective was to:

- 1 To make (b) (6), (b) (7)(C) aware of (b) (6), (b) (7)(C) behavior;
- 2 To make (b) (6), (b) (7)(C) aware of how (b) (6), (b) (7)(C) behavior affected me; and
- 3 To begin the process of resolving the conflict.

My goal, then of the email was to be forthright in addressing this matter in lieu of filing a formal complaint.

Reaching my goal was further displayed when I willingly attended a meeting with management on (b) (6), (b) (7)(C) 2020 to resolve the matter. I appreciate the opportunity to give my accounts of the events that occurred to management. At the close of the meeting with management I was under the impression that the matter has been settle and that further actions were not necessary on the part of management or myself.

I was further under the impression that the matter has been settle and that further actions were not necessary after witnesses (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) were not interviewed regarding the said incident on (b) (6), (b) (7)(C) 2020 involving (b) (6), (b) (7)(C)

I was informed that we, UH has a speak up culture and that UH has a strict non-retaliation policy, which means we, UH do not allow any retribution, retaliation or discipline of anyone who reports a potential violation in good faith.

I was not under the impression after lodging a formal complaint and submitting a witness complaint statement on Monday, January 27, 2020 at 12:43 PM shared with me by my colleague regarding the incident that occurred on (b) (6), (b) (7)(C) 2020, and (attached screenshot of) a reply on Monday, (b) (6), (b) (7)(C) 2020 at 12:46 PM (stating, "Hi (b) (6), (b) (7)(C) Thank you for reaching out. This situation

is being handled by leadership, and I will share this information with them as to assist them in addressing.”) I would be issued a corrective action today, on February 04, 2020.

Unfortunately, certain events have occurred, which I am requesting the appropriate information from HR including but not limited to an UH Policy & Procedure so to refute the formal corrective action in a timely manner.

Further, I am also requesting the status of my formal complaint lodged against (b) (6), (b) (7)(C) about (b) (6), (b) (7)(C) 2020.

I am (b) (6), (b) (7)(C) in the (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Supervisor (b) (6), (b) (7)(C) confronted me in a public space where employees walk freely, employees work, where members of the community and clients and vendors visit frequently.

(b) (6), (b) (7)(C) choose that particular place to confront me as (b) (6), (b) (7)(C) in oppose to a private area or office.

(b) (6), (b) (7)(C) was reprimanding me publicly in an effort to intimidate me and humiliate me in-front of my colleagues.

(b) (6), (b) (7)(C) used aggressive and abrasive mannerism (b) (6), (b) (7)(C) used belittling words in a demeaning tone in a heightened volume in a public space.

(b) (6), (b) (7)(C) is in a (b) (6), (b) (7)(C) position addressing me in an intimidating tone lead to me in feeling uncomfortable in a work environment.

(b) (6), (b) (7)(C) is in a (b) (6), (b) (7)(C) position addressing me in an intimidating tone lead to me in feeling uncomfortable in a work environment.

This was an improper use of (b) (6), (b) (7)(C) authority as well as in violation of but not limited to HR-63 - Professional Behavior and/or UH Code of Conduct.

#### **HR-63 – Professional Behavior**

##### Key Points

- This policy applies to all UH workforce members.

##### Policy & Procedure

**1. It is the duty of all workforce members to promote standards of professional behavior and a culture of safety. UH will not tolerate disruptive behaviors that may lead to undermined morale, diminished productivity, ineffective or substandard care/service or distress to others.**



**This policy provides written standards for setting a positive UH professional image and a healthy work environment.**

## **2. Professional Behavior Standards**

2.1. The following behaviors are prohibited:

- 2.1.1. Profane or disrespectful language.
- 2.1.2. Demeaning, intimidating or abusive behavior.
- 2.1.6. Outbursts of rage or violent temper.
- 2.1.8. Inappropriate and unnecessary public criticism.
- 2.1.12. Comments that undermine the professionalism of any employee.
- 2.1.15. Difficulty working collaboratively with others.
- 2.1.17. Inappropriate interactions with patients, family, staff and others.
- 2.1.20. Uncooperative and defiant approach to problem-solving

**4. Workforce members are encouraged to report behavior which does not comply with this policy without fear of retaliation or retribution.**

(b) (6), (b) (7)(C)

Confidential Quality Assurance Peer Review Privileged Pursuant to O.R.C. Sections 2305.24, 2305.25, 2305.251, 2305.252, 2305.253 and all other applicable laws.

From: (b) (6), (b) (7)(C)  
Sent: Tuesday, February 04, 2020 12:48 PM  
To: (b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) confirmation of counseling given (b) (6), (b) (7)(C) 20

H: (b) (6), (b) (7)(C)

Thank you, this document is added to the HR file.

Thanks Again,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Office: (b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)  
Sent: Tuesday, (b) (6), (b) (7)(C) 2020 12:32 PM  
To: (b) (6), (b) (7)(C) @UHhospitals.org> (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: (b) (6), (b) (7)(C) confirmation of counseling given (b) (6), (b) (7)(C) 20

Attached is the confirmation of counseling for (b) (6), (b) (7)(C) and I first discussed it on (b) (6), (b) (7)(C) 20, but today I went over the final form. (b) (6), (b) (7)(C) refused to sign, but did take a copy of the counseling and the two related HR policies. (b) (6), (b) (7)(C) asked to be copied on this email and wondered if this document needs to be on record at HR or just kept in my files unless something similar occurs in the future. Thanks.

(b) (6), (b) (7)(C)

**I. EMPLOYEE DATA**

<b>First Name</b> (b) (6), (b) (7)(C)	<b>M.I.</b>	<b>Last Name</b> (b) (6), (b) (7)(C)	<b>Employee Number</b> (Enter exactly as in Oracle) (b) (6), (b) (7)(C)
<b>Position</b> (b) (6), (b) (7)(C)			<b>Year</b> Hired (b) (6), (b) (7)(C)
<b>Entity</b> (b) (6), (b) (7)(C)	<b>Department</b> (b) (6), (b) (7)(C)		
(Check one)	<input checked="" type="checkbox"/> Confirmation of Counseling <input type="checkbox"/> Warning <input type="checkbox"/> Final Warning/Suspension <input type="checkbox"/> Discharge		

**II. CIRCUMSTANCES**
*Dates of attendance or tardiness occurrences:*
*Describe the circumstances leading to the corrective action:*

(b) (6), (b) (7)(C) replied to an email sent by another employee in the (b) (6), (b) (7)(C) on (b) (6), (b) (7)(C) 20, but said (b) (6), (b) (7)(C) didn't realize that (b) (6), (b) (7)(C) hit "reply all" when (b) (6), (b) (7)(C) responded. As a result, (b) (6), (b) (7)(C) reply went to a group of 13 people who have been working as a group on new processes to improve the flow of correspondence.

(b) (6), (b) (7)(C) your email violated HR-63 Professional Behavior policy (b) (6), (b) (7)(C) email to this employee included comments such as "If you are educated act like it" and "I don't know if your mind was present during the meeting". (b) (6), (b) (7)(C) this email went to multiple people, and did not demonstrate University Hospitals value of teamwork.

SEE ALSO ATTACHED EMAIL SENT BY (b) (6), (b) (7)(C)

*Please note the policy and procedure violated:*

HR 63 Professional Behavior 2.1.12 Comment that undermine the professionalism of any employee.

HR 72-Corrective Action

\*Employee was given copies of both policies.

**III. ACTION PLAN**

The purpose of this confirmation of counseling is to document the verbal instructions given to (b) (6), (b) (7)(C) in our discussion on (b) (6), (b) (7)(C) 20 with myself and (b) (6), (b) (7)(C). This email does not uphold the UH value of Teamwork.

It is University Hospital goal for employees to speak up about issues that may concern them. However when speaking up about issues, professionalism needs to be mandated. In the future, please address an issue privately directly with the employee involved or with your supervisor and/or your manager, as we are here to assist you.



### IV. EMPLOYEE COMMENTS

PLEASE SEE ATTACHED MY (EMPLOYEE) COMMENTS

### V. SIGNATURE OF ACKNOWLEDGMENT

I understand that I may contact an HR representative to discuss questions or concerns related to this document including optional complaint resolution steps. Other than in cases of discharge, should the performance concerns outlined in this document continue, additional corrective action up to and including discharge may occur.

Employee Signature

Date (b) (6), (b) (7)(C) 20

Refused to sign

(b) (6), (b) (7)(C) 20

Manager Signature

Date (b) (6), (b) (7)(C) 20

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) 20

PLEASE RETURN THIS FORM TO YOUR LOCAL HUMAN RESOURCES DEPARTMENT



# ATTACHMENT - EMPLOYEE COMMENTS

I was not provided due process. Witnesses (b) (6), (b) (7)(C) were not interviewed regarding the below-mentioned incident on (b) (6), (b) (7)(C) 2020 involving (b) (6), (b) (7)(C)

I believe the mischaracterization of my email (message) to (b) (6), (b) (7)(C) documenting the altercation we had prior hours earlier and its objective to make (b) (6), (b) (7)(C) aware of (b) (6), (b) (7)(C) behavior, to make (b) (6), (b) (7)(C) aware of how (b) (6), (b) (7)(C) behavior affected me; to begin the process of resolving the conflict in lieu of filing a formal complaint is being improperly identified as a "Comment that undermine the professionalism of any employee."

I believe my (b) (6), (b) (7)(C) 2020 formal complaint addressing my email message on (b) (6), (b) (7)(C) 2020 to (b) (6), (b) (7)(C) who is in a (b) (6), (b) (7)(C) position addressing me in an intimidating tone lead to me in feeling uncomfortable in a work environment and to speak out per UH policy and/or Code of Conduct was not a "Comment that undermine the professionalism of any employee."

I believe the comments such as "if you are educated act like it" and "I don't know if your mind was present during the meeting" were in lower case not in capital letters demonstrated me in feeling intimidated and uncomfortable in a work environment and not irate nor as a "Comment that undermine the professionalism of any employee."

My email (message) to (b) (6), (b) (7)(C) documenting the altercation we had prior hours earlier and its objective: 1) to make (b) (6), (b) (7)(C) aware of (b) (6), (b) (7)(C) behavior, 2) to make (b) (6), (b) (7)(C) aware of how (b) (6), (b) (7)(C) behavior affected me; 3) and to begin the process of resolving the conflict in lieu of filing a formal complaint.

This reply went inadvertently to multiple people that were already cc'd on by (b) (6), (b) (7)(C) after (b) (6), (b) (7)(C) address me in an intimidating tone lead to me in feeling uncomfortable in a work environment.

(b) (6), (b) (7)(C) had cc'd all thirteen other people (including myself) on an email in-regards to one (b) (6), (b) (7)(C) request for lockbox address. Sending correspondences to a lockbox address is a function or job duty, which fellow colleague (b) (6), (b) (7)(C) and myself (presently nor at that time) do not perform, which (b) (6), (b) (7)(C) referenced us as being (b) (6), (b) (7)(C) in the altercation we had prior hours earlier.

(b) (6), (b) (7)(C) aggressive and abrasive mannerism, belittling words in a demeaning tone in a heightened volume in a public space toward me and (b) (6), (b) (7)(C) reprimanding us publicly in an effort to intimidate and humiliate us in-front of our colleagues was in a public space where employees walk freely, employees work, where members of the community and clients and vendors visit frequently.

(b) (6), (b) (7)(C) choose that particular place to confront me and (b) (6), (b) (7)(C) as (b) (6), (b) (7)(C) in oppose to a private area or office.

Based on the aforesaid (b) (6), (b) (7)(C) did not demonstrate University Hospital's value(s):

1. **Compassion.** We have genuine concern for those in our community and treat them with respect and empathy; and
2. **Teamwork.** We work collaboratively as an integrated team to improve patient care and performance.

Wherefore, this corrective action issued to me for "Comment that undermine the professionalism of any employee," will deter any reasonable person from opposing unfair treatment, calling public attention to hostile work environment but more importantly not participate in the UH speak up culture.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:**  
**To:** Fowle, Noah  
**Subject:** Signed work from home policy sent US Mail to (b) (6), (b) (7)(C) on March 27, 2020  
**Attachments:** MARCH 27 2020 WORK FROM HOME POLICY 9 OF 9.pdf

# POLICY & PROCEDURE



(b) (6), (b) (7)(C)

## Temporary Telecommute Work from Home Policy Related to Coronavirus-19

### Objective

University Hospitals Health Systems, Inc. ("UH"), considers telecommuting to be a viable alternative work arrangement in emergency situations when the job function can be performed remotely and when an individual, and supervisor agree that the individual's characteristics are best suited for such an arrangement.

Telecommuting allows qualified employees during this emergency to work at home for all of their regular workweek. Telecommuting is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement, nor is it a company-wide benefit, and it in no way changes the terms and conditions of employment with University Hospitals Health Systems, Inc.

(b) (6), (b) (7)(C) has prepared a temporary policy to enable employees whose functions allow them to work from home with appropriate computer and wireless support in the employee's home. Employees who qualify are expected to work their work shift and complete required assignments no different than if they were at a UH location.

Employee phones and emails will be active enabling anytime communication with leadership. Leadership reserves the right to change or terminate work from home arrangements based on issues, interruption of work and business need.

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 - V7

Page 1 of 9

Uncontrolled document – printed version only reliable for 24 hours

## Procedure

1. Leadership would suggest telecommuting as a possible work arrangement for an individual as determined by leadership and the employee.
2. Telecommuting arrangements and offerings are made on a case-by-case basis, focusing first on the business needs of the organization.
3. Any telecommuting arrangement made will be on a temporary basis during this emergency, and may be discontinued, at will, at any time at the request of either the telecommuter or department leader including, direct Supervisor, Manager, Director or above.

## Equipment

1. UH will determine the appropriate equipment needs (including hardware and software) for each telecommuting arrangement. Equipment supplied by the organization will be maintained by the organization.
2. In this temporary situation employees may use personal computer equipment for work duties while telecommuting and attest that patient protected health information is not saved or stored on the device. UH accepts no responsibility for damage or repairs to employee-owned equipment. UH reserves the right to make determinations as to appropriate equipment, subject to change at any time.
3. Employee must attest to having appropriate wireless function to connect and perform work duties for the established work shifts.
4. Equipment supplied by UH is to be used for business purposes only. Usage of UH equipment and systems may be monitored at any time. The telecommuter is required to sign an inventory of all office property and agrees to take appropriate action to protect the items from damage or theft.
5. Upon termination of employment all company property will be returned to the employee's leadership on the employee's last day of employment. Exiting employees will be required to work their final day on site unless other arrangements have been made.

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 – V7

Page 2 of 9

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## **PHI and Information Security**

1. Consistent with UH expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company information and patient's protected health information ("PHI) accessible from their home office. Steps include secure room for work where no other activity will take place during work time, regular password maintenance, and any other steps appropriate for the job and the environment.
2. Telecommuters will not attach any printers, data storage or any other peripheral devices to UH telecommuting equipment.
3. No printing, writing or other recording of patient information will be allowed outside of UH computer systems. This is to ensure that patients' personal health information is not compromised in any way.
4. The employee will establish an appropriate work environment within his or her home for work purposes. Employees will be provided appropriate instructions in setting up a work station designed for a confidential, safe, and comfortable work environment.
5. This work area must be free from traffic by other members of the household, and must ensure a quiet space in which to conduct work, especially when patients are being contacted by phone.
6. Employees must have broadband internet availability, which demonstrably meets minimum standards set by UH.
7. If there are others (spouse, child, other family, non-family) living in the home with the employee the work space must have a door to separate the work area from common areas within the residence.

## **Internet Requirements and IT Support**

1. Internet download speeds of 30Mbps or greater and 1Mbps upload or greater is required for work from home. It is mandatory for thin client users that the telecommuter use a wired connection to the cable or Internet device. Internet providers are able to move modem or cable box to the home office if needed; if using a wireless connection with laptop, it must be secured and password protected. Satellite Internet providers and cellular Internet are not permitted. Shared Internet connections from apartment or condo associations must meet the same Internet download and upload speeds listed above for the Telecommuters individual connection. Streaming media (Netflix, etc.) is not recommended on the same Internet connection while the Telecommuter is working.

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 – V7

Page 3 of 9

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- No reimbursement is being offered at this time for home WI-FI cost
2. UH IT does not support or maintain your home Internet, nor are they responsible for troubleshooting home Internet issues. UH IT will set guidelines and provide accurate, general documentation for at-home IT configuration that will work in most homes. Any IT related issues that prohibit work from home may force the Telecommuter to bring their Thin client/UH Laptop to UH for repair as well as to finish their shift at UH. Any and all repair of UH technical equipment will be done at a UH facility.
  3. Employee must take a picture of the room, door and computer that will be used to telecommute and perform duties. The picture must be attached to this policy/ agreement attesting to meeting requirements as documented.
  4. If telecommuter loses internet, power, or any key UH systems or other systems necessary for telecommuting, the employee is required to notify their Supervisor and Manager. If the outage lasts for more than 30 minutes, the telecommuter must contact their leader and may be asked to come in to the workplace for the remainder of their shift and/or utilize PTO
    - Employees must communicate with their leaders any interruptions to determine next steps including PTO and/or return to UH location
    - Telecommuter may be required to fill out an exception log for missed time punches.

### **Process Following Deployment**

1. Depending on department, after equipment has been provided to the employee, a manager or Supervisor may visit the employee's home worksite for inspection of the site to ensure that it is suitable. Repeat inspections will occur on an as-needed basis.
2. The work schedule the employee will customarily maintain, and the manner and frequency of communication needs to be given to the supervisor and approved by that supervisor. The telecommuter will be required to perform work activities during the posted work schedule. Departmental and organizational policies and procedures relative to tardiness, attendance, performance, etc., still apply. The employee agrees to be accessible by phone, and/or Cisco Jabber and email at all times during the agreed-on work hours, excluding scheduled times for break and lunch.

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

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3. Telecommuting employees are not exempt from the overtime requirements of the Fair Labor Standards Act and will be required to record all hours worked in a manner designated by the organization. Telecommuting employees will be held to a higher standard of compliance than office-based employees due to the nature of the work arrangement.
4. Hours worked in excess of those specified per day and per workweek, in accordance with state and federal requirements, will require the advance approval of the supervisor. Employees must also follow the established departmental guidelines for clocking in on time and being ready to work at the start of the shift. Failure to comply with these requirements can result in the immediate cessation of the telecommuting agreement and possible disciplinary action.

### **Eligibility**

1. Before entering into any telecommuting agreement, the employee, manager & Director will evaluate the suitability of such an arrangement paying particular attention to the following areas:
  - a. Employee suitability. The employee and manager will review the needs, such as but not limited to appropriate work space, internet connection, equipment and work history, including any disciplinary actions of the employee
    1. For purposes of this policy and in response to the Government issued guidance to provide work from home options for persons in the state of Ohio working in designated businesses, employees in the following corrective actions statuses WILL be permitted to work from home temporarily:
      1. Confirmation of Counseling
      2. Written Warning
      3. Final Warning
    2. Employees currently in any of the above levels of Corrective Action will be permitted to work from home for the duration the governmental guidance is in place. Upon removal of the "Stay at Home" order, employees in any level of corrective action will be required to return to work in their respective facilities.
      1. Example: staff will be required to return to work 3 business days from date the band is officially lifted in Ohio.

(b) (6), (b) (7)(C)  
Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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- b. Job responsibilities. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
  - c. Equipment needs, workspace design considerations and scheduling issues.
  - d. Tax and other legal implications for the business use of the employee's home based on Internal Revenue Service (IRS) and state and local government restrictions. Responsibility for fulfilling all obligations in this area rests solely with the employee.
2. If the employee and manager agree a telecommuting agreement (this agreement) will be prepared and signed by all parties, and a temporary work from home period will begin.
3. In all situations, Work from Home may be revoked or the employee may be asked to return to work based on performance, employee cooperation or UH business need and/or requirements for critical coverage that cannot be performed remotely.
  - a. In situations involving termination of work from home due to performance and/or employee cooperation, leadership reserves the right to change status to on site work or unplanned PTO; if PTO is not available, employee may go without pay for periods of time not worked by the employee.

### **Evaluation and Expectations**

1. Evaluation of telecommuter performance during this period may include daily interaction by phone, Jabber, WebEx and e-mail between the employee and the supervisor, and weekly phone or face-to-face meetings to discuss work progress and problems.
2. At the conclusion of these communications the employee and supervisor will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. Evaluation of telecommuter performance will be consistent with that received by employees working at the office in both content and frequency and will focus on work output, completion of objectives, and time-based performance. Telecommuters that fail to meet performance standards are subject to corrective action and also losing their telecommuting privileges and being required to resume working in the office &/or use PTO.
3. A higher level of communication between the telecommuter and supervisor will occur during the temporary work from home period.

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner (b) (6), (b) (7)(C)

New

March 26 - V7

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4. Any issues arising through this temporary process will require timely communication and coordination with leadership.
5. Telecommuting is *not* designed to be a replacement for appropriate child or parent care, or care for other people or pets in the home. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering into this emergency trial period.

### Employee Attestation and Signature

My signature below attests that I have read the above and fully understand and take responsibility for adhering to this policy in addition to existing departmental policies, code of conduct, confidentiality and privacy required to perform my job.

I commit to completing my work with the highest quality and cooperating with my leadership regarding questions and requests made of me to perform my job.

I understand this privilege can be modified or terminated anytime based upon my performance, cooperation and UH need.

(b) (6), (b) (7)(C)

Date

*March 27, 2020*

Print Employee Name

(b) (6), (b) (7)(C)

*MARCH 27, 2020*

Signature of Manager or Director

Date

Print Manager or Director Name

(b) (6), (b) (7)(C)

Emergency Work From Home Policy

Owner:

(b) (6), (b) (7)(C)

New

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3-27-20

List all UH Equipment employee is checking out for temporary Work From Home arrangement:

Qty	Description	P/N (Part Number)	S/N (Serial Number)	Check out Date
1	HP Thin Client T620 (UHxxxxxx/CCMN01AZTCxx)			3/12/2020
1	HP Keyboard			
1	HP Mouse			
1	HP EliteDisplay E233			
1	HP EliteDisplay E233			
1	APC Surge Arrest			
1	15' CAT6 Ethernet Cable - Belkin A3L980-15-BLK-S			

Current Status and working arrangement	Temporary Status and working arrangement

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

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3-27-20

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 - V7

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, July 14, 2020 6:34 PM  
**To:** Fowle, Noah  
**Subject:** Re: can you provide me with documentation of your attempts to file for unemployment?

Good afternoon.

Dear NLRB Agent Fowle,

I had file for benefits online through the State unemployment portal. Today I was unsuccessful in reaching a representative at the State unemployment office. Line was busy. Call would disconnect. I will contact State unemployment office again tomorrow to try to obtain a copy of my records.

Respectfully,

(b) (6), (b) (7)(C)

-----Original Message-----

From: Fowle, Noah <Noah.Fowle@nlrb.gov>

To: (b) (6), (b) (7)(C)

Sent: Tue, Jul 14, 2020 11:18 am

Subject: can you provide me with documentation of your attempts to file for unemployment?

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov)

UNITED STATES OF AMERICA  
NATIONAL LABOR RELATIONS BOARDFIRST-AMENDED CHARGE  
AGAINST EMPLOYER

## INSTRUCTIONS:

## DO NOT WRITE IN THIS SPACE

Case

Date Filed

08-CA-262258

7/16/20

File an original of this charge with NLRB Regional Director in which the alleged unfair labor practice occurred or is occurring.

## 1. EMPLOYER AGAINST WHOM CHARGE IS BROUGHT

a. Name of Employer University Hospitals Health System		b. Tel. No. (b) (6), (b) (7)(C)
d. Address (street, city, state ZIP code) (b) (6), (b) (7)(C)		c. Cell No. (b) (6), (b) (7)(C)
e. Employer Representative (b) (6), (b) (7)(C)		f. Fax No.
		g. e-Mail (b) (6), (b) (7)(C) @uhhospitals.org
		h. Dispute Location (City and State) Cleveland, OH
i. Type of Establishment (factory, nursing home, hotel) hospital	j. Principal Product or Service health care	k. Number of workers at dispute location 100

1. The above-named employer has engaged in and is engaging in unfair labor practices within the meaning of section 8(a), subsections (1) and (3) of the National Labor Relations Act, and these unfair labor practices are practices affecting commerce within the meaning of the Act, or these unfair labor practices are unfair practices affecting commerce within the meaning of the Act and the Postal Reorganization Act.

2. Basis of the Charge (set forth a clear and concise statement of the facts constituting the alleged unfair labor practices)

(1) Since about (b) (6), (b) (7)(C) 2020, the Employer has interfered with, restrained, and coerced its employees in the exercise of rights protected by Section 7 of the Act by falsifying the employment status of (b) (6), (b) (7)(C) to the state agency overseeing unemployment benefits in retaliation for (b) (6), (b) (7)(C) protected concerted activity consisting of sending a certified letter to the Employer's (b) (6), (b) (7)(C) and/or agent(s) that expressed group concerns about terms and conditions of employment;

(2) Since about (b) (6), (b) (7)(C) and continuing thereafter, the Employer has interfered with, restrained, and coerced its employees in the exercise of rights protected by Section 7 of the Act by denying the work-from-home requests of (b) (6), (b) (7)(C) in retaliation for (b) (6), (b) (7)(C) protected concerted activity consisting of sending a certified letter to the Employer's (b) (6), (b) (7)(C) and/or agent(s) that expressed group concerns about terms and conditions of employment; and

(3) On or about (b) (6), (b) (7)(C) 2020, the Employer issued a corrective action counseling and/or discipline to (b) (6), (b) (7)(C) in retaliation for (b) (6), (b) (7)(C) protected concerted activities.

3. Full name of party filing charge (if labor organization, give full name, including local name and number)

(b) (6), (b) (7)(C)		4b. Tel. No. (b) (6), (b) (7)(C)
4a. Address (street and number, city, state, and ZIP code) (b) (6), (b) (7)(C)		4c. Cell No.
		4d. Fax No.
		4e. e-Mail (b) (6), (b) (7)(C)

5. Full name of national or international labor organization of which it is an affiliate or constituent unit (to be filled in when charge is filed by a labor organization)

6. DECLARATION I declare that I have read the above charge and that the statements are true to the best of my knowledge and belief (b) (6), (b) (7)(C)		Tel. No. (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)		Office, if any, Cell No.
(b) (6), (b) (7)(C)		Fax No.
Address (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)		e-Mail (b) (6), (b) (7)(C)
Print Name and Title (b) (6), (b) (7)(C)		
Date: July 16, 2020		

WILLFUL FALSE STATEMENTS ON THIS CHARGE CAN BE PUNISHED BY FINE AND IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001)  
PRIVACY ACT STATEMENT

Solicitation of the information on this form is authorized by the National Labor Relations Act (NLRA), 29 U.S.C. § 151 et seq. The principal use of the information is to assist the National Labor Relations Board (NLRB) in processing unfair labor practice and related proceedings or litigation. The routine uses for the information are fully set forth in the Federal Register, 71 Fed. Reg. 74942-43 (Dec. 13, 2006). The NLRB will further explain these uses upon request. Disclosure of this information to the NLRB is voluntary; however, failure to supply the information will cause the NLRB to decline to invoke its processes.

UNITED STATES GOVERNMENT  
NATIONAL LABOR RELATIONS BOARD  
REGION 8

1240 East 9<sup>th</sup> Street – Room 1695

Cleveland, OH 44199-2086

An Equal Opportunity Employer

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UNITED STATES GOVERNMENT  
NATIONAL LABOR RELATIONS BOARD  
REGION 8  
1240 East 9th Street – Room 1695  
Cleveland, OH 44199-208

Marcie Mason, Deputy General Counsel  
University Hospitals  
3605 Warrensville Center Rd  
Shaker Heights, OH 44122

UNITED STATES GOVERNMENT  
NATIONAL LABOR RELATIONS BOARD  
REGION 8  
1240 East 9th Street – Room 1695  
Cleveland, OH 44199-208

**(b) (6), (b) (7)(C)**





UNITED STATES GOVERNMENT  
NATIONAL LABOR RELATIONS BOARD

REGION 8  
1240 E 9TH ST  
STE 1695  
CLEVELAND, OH 44199-2086

Agency Website: [www.nlrb.gov](http://www.nlrb.gov)  
Telephone: (216)522-3715  
Fax: (216)522-2418



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July 17, 2020

(b) (6), (b) (7)(C)

Re: University Hospitals Health System  
Case 08-CA-262258

Dear (b) (6), (b) (7)(C):

Enclosed is a copy of the first amended charge that has been filed in this case.

**Investigator:** This charge is being investigated by Field Attorney NOAH FOWLE whose telephone number is (216)303-7364. If the agent is not available, you may contact Regional Director NORA F. MCGINLEY whose telephone number is (216)303-7370.

**Presentation of Your Evidence:** As you know, we seek prompt resolutions of labor disputes. Therefore, I urge you or your representative to submit a complete written account of the facts and a statement of your position with respect to the allegations in the first amended charge as soon as possible. If the Board agent later asks for more evidence, I strongly urge you or your representative to cooperate fully by promptly presenting all evidence relevant to the investigation. In this way, the case can be fully investigated more quickly.

**Preservation of all Potential Evidence:** Please be mindful of your obligation to preserve all relevant documents and electronically stored information (ESI) in this case, and to take all steps necessary to avoid the inadvertent loss of information in your possession, custody or control. Relevant information includes, but is not limited to, paper documents and all ESI (e.g. SMS text messages, electronic documents, emails, and any data created by proprietary software tools) related to the above-captioned case.

**Prohibition on Recording Affidavit Interviews:** It is the policy of the General Counsel to prohibit affiants from recording the interview conducted by Board agents when subscribing Agency affidavits. Such recordings may impede the Agency's ability to safeguard the confidentiality of the affidavit itself, protect the privacy of the affiant and potentially compromise the integrity of the Region's investigation.

**Procedures:** Pursuant to Section 102.5 of the Board's Rules and Regulations, parties must submit all documentary evidence, including statements of position, exhibits, sworn statements, and/or other evidence, by electronically submitting (E-Filing) them through the Agency's web site ([www.nlrb.gov](http://www.nlrb.gov)). You must e-file all documents electronically or provide a written statement explaining why electronic submission is not possible or feasible. Failure to comply with Section 102.5 will result in rejection of your submission. The Region will make its determination on the merits solely based on the evidence properly submitted. All evidence submitted electronically should be in the form in which it is normally used and maintained in the course of business (i.e., native format). Where evidence submitted electronically is not in native format, it should be submitted in a manner that retains the essential

July 17, 2020

functionality of the native format (i.e., in a machine-readable and searchable electronic format). If you have questions about the submission of evidence or expect to deliver a large quantity of electronic records, please promptly contact the Board agent investigating the charge.

If the Agency does not issue a formal complaint in this matter, parties will be notified of the Regional Director's decision by email. Please ensure that the agent handling your case has your current email address.

Very truly yours,

A handwritten signature in cursive script, reading "Nora McGinley".

NORA F. MCGINLEY  
Acting Regional Director

NM/rh

Enclosure: Copy of first amended charge

cc: Marcie Mason, Deputy General Counsel  
University Hospitals  
3605 Warrensville Center Rd  
Shaker Heights, OH 44122

**UNITED STATES OF AMERICA**  
**BEFORE THE NATIONAL LABOR RELATIONS BOARD**

**UNIVERSITY HOSPITALS HEALTH SYSTEM**

Charged Party

and

**(b) (6), (b) (7)(C)**

Charging Party

**Case 08-CA-263654**

**AFFIDAVIT OF SERVICE OF CHARGE AGAINST EMPLOYER**

I, the undersigned employee of the National Labor Relations Board, state under oath that on July 28, 2020, I served the above-entitled document(s) by post-paid regular mail upon the following persons, addressed to them at the following addresses:

**(b) (6), (b) (7)(C)**

July 28, 2020

\_\_\_\_\_  
Date

Sharon Zilinskas  
Designated Agent of NLRB

\_\_\_\_\_  
Name

/s/ Sharon Zilinskas

\_\_\_\_\_  
Signature

UNITED STATES GOVERNMENT  
NATIONAL LABOR RELATIONS BOARD  
REGION 8

1240 East 9<sup>th</sup> Street – Room 1695  
Cleveland, OH 44199-2086  
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REGION 8  
1240 East 9th Street – Room 1695  
Cleveland, OH 44199-208

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)





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Telephone: (216)522-3715  
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July 17, 2020

(b) (6), (b) (7)(C)

Re: University Hospitals Health System  
Case 08-CA-262258

Dear (b) (6), (b) (7)(C)

We have docketed the first amended charge that you filed in this case.

**Investigator:** This charge is being investigated by Field Attorney NOAH FOWLE whose telephone number is (216)303-7364. If the agent is not available, you may contact Regional Director NORA F. MCGINLEY whose telephone number is (216)303-7370.

**Presentation of Your Evidence:** As the party who filed the charge in this case, it is your responsibility to meet with the Board agent to provide a sworn affidavit, or provide other witnesses to provide sworn affidavits, and to provide relevant documents within your possession. If you have additional evidence regarding the allegations in the first amended charge and you have not yet scheduled a date and time for the Board agent to obtain that evidence, please contact the Board agent to arrange to present that evidence. If you fail to cooperate in promptly presenting your evidence, your charge may be dismissed.

**Preservation of all Potential Evidence:** Please be mindful of your obligation to preserve all relevant documents and electronically stored information (ESI) in this case, and to take all steps necessary to avoid the inadvertent loss of information in your possession, custody or control. Relevant information includes, but is not limited to, paper documents and all ESI (e.g. SMS text messages, electronic documents, emails, and any data created by proprietary software tools) related to the above-captioned case.

**Prohibition on Recording Affidavit Interviews:** It is the policy of the General Counsel to prohibit affiants from recording the interview conducted by Board agents when subscribing Agency affidavits. Such recordings may impede the Agency's ability to safeguard the confidentiality of the affidavit itself, protect the privacy of the affiant and potentially compromise the integrity of the Region's investigation.

**Procedures:** Pursuant to Section 102.5 of the Board's Rules and Regulations, parties must submit all documentary evidence, including statements of position, exhibits, sworn statements, and/or other evidence, by electronically submitting (E-Filing) them through the Agency's web site ([www.nlr.gov](http://www.nlr.gov)). You must e-file all documents electronically or provide a written statement explaining why electronic submission is not possible or feasible. Failure to comply with Section 102.5 will result in rejection of your submission. The Region will make its determination on the merits solely based on the evidence properly submitted. All evidence submitted electronically should be in the form in which it is normally used and maintained in the course of business (i.e., native format). Where evidence submitted electronically is not in native format, it should be submitted in a manner that retains the essential

July 17, 2020

functionality of the native format (i.e., in a machine-readable and searchable electronic format). If you have questions about the submission of evidence or expect to deliver a large quantity of electronic records, please promptly contact the Board agent investigating the charge.

If the Agency does not issue a formal complaint in this matter, parties will be notified of the Regional Director's decision by email. Please ensure that the agent handling your case has your current email address.

Very truly yours,

A handwritten signature in cursive script, reading "Nora McGinley".

NORA F. MCGINLEY  
Acting Regional Director

NM/rh

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**From:** Manson, Marcie <Marcie.Manson@UHhospitals.org>  
**Sent:** Wednesday, July 22, 2020 1:34 PM  
**To:** Fowle, Noah  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: 08-CA-262258

Hello Noah,

UH is in receipt of the latest amended charge dated 7/17/20. You indicated a due date of 7/29/20 for UH to submit its response. UH is still operating under its adjusted scheduling due to the impact COVID-19 has had. As a result, I am requesting a 2 week extension to 8/12/20.

I spoke with HR and determined that (b) (6), (b) (7)(C)' termination date was (b) (6), (b) (7)(C)/20. (b) (6), (b) (7)(C) received notification via a certified letter, as (b) (6) had not been at work since early March.

Thank you.  
Marcie Manson

Marcie Manson  
Deputy General Counsel  
University Hospitals  
Management Services Center  
3605 Warrensville Center Rd.  
Shaker Hts., Ohio 44122  
Ph.: 216-767-8236 Fax: 216-767-8260

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The enclosed information is STRICTLY CONFIDENTIAL and is intended for the use of the addressee only. University Hospitals and its affiliates disclaim any responsibility for unauthorized disclosure of this information to anyone other than the addressee.

Federal and Ohio law protect patient medical information, including psychiatric\_disorders, (H.I.V) test results, A.I.Ds-related conditions, alcohol, and/or drug\_dependence or abuse disclosed in this email. Federal regulation (42 CFR Part 2) and Ohio Revised Code section 5122.31 and 3701.243 prohibit disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law.

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**From:** Fowle, Noah  
**Sent:** Wednesday, July 22, 2020 1:36 PM  
**To:** Manson, Marcie  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: 08-CA-262258

Ms. Manson,

Your request for a reasonable extension until August 12 is granted.

Thank you for the additional information.

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

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**From:** Manson, Marcie <Marcie.Manson@UHhospitals.org>  
**Sent:** Wednesday, July 22, 2020 1:34 PM  
**To:** Fowle, Noah <Noah.Fowle@nrlb.gov>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** RE: 08-CA-262258

Hello Noah,

UH is in receipt of the latest amended charge dated 7/17/20. You indicated a due date of 7/29/20 for UH to submit its response. UH is still operating under its adjusted scheduling due to the impact COVID-19 has had. As a result, I am requesting a 2 week extension to 8/12/20.

I spoke with HR and determined that (b) (6), (b) (7)(C)' termination date was (b) (6), (b) (7)(C) 20. (b) (6) received notification via a certified letter, as (b) (6) had not been at work since early March.

Thank you.  
Marcie Manson

Marcie Manson  
Deputy General Counsel  
University Hospitals  
Management Services Center  
3605 Warrensville Center Rd.  
Shaker Hts., Ohio 44122  
Ph.: 216-767-8236 Fax: 216-767-8260

Visit us at [www.UHhospitals.org](http://www.UHhospitals.org).

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Federal and Ohio law protect patient medical information, including psychiatric\_disorders, (H.I.V) test results, A.I.Ds-related conditions, alcohol, and/or drug\_dependence or abuse disclosed in this email. Federal regulation (42 CFR Part 2) and Ohio Revised Code section 5122.31 and 3701.243 prohibit disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law.



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**From:** Fowle, Noah  
**Sent:** Saturday, July 25, 2020 10:34 AM  
**To:** Manson, Marcie  
**Subject:** RE: 08-CA-262258 (UH) - evidence request regarding first-amended charge  
**Attachments:** CHG.08-CA-262258.1st amd.pdf

Ms. Mason,

Please include in your 8-12-20 response to the above referenced charge, a position on the additional allegation of unlawful discipline in the first-amended charge (attached as a courtesy).

- The Charging Party has alleged that the Employer issued (b) (6), (b) (7)(C) discipline on or about (b) (6), (b) (7)(C) in retaliation for (b) (6), (b) (7)(C) union and/or protected concerted activities.

Please provide the following:

- 1) All notes, correspondence and any other documentation related to the discipline issued to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020;
- 2) Provide all rules, regulations, policies, protocols and any other documents the Employer relied up in issuing the discipline to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020
- 3) Identify the individual(s) and their job titles involved in the decision to issue the discipline to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including those individual who carried out the issuance of the discipline; and
- 4) Provide the names and identifies and disciplinary documentation issue to any and all individuals issued discipline for the same or similar reasons as the Employer issued discipline to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020 since January 1, 2018

If you have any questions or need clarification, please call me

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

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**From:** Manson, Marcie <Marcie.Manson@UHHospitals.org>  
**Sent:** Wednesday, July 22, 2020 1:34 PM  
**To:** Fowle, Noah <Noah.Fowle@nrlb.gov>  
**Cc:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Subject:** RE: 08-CA-262258

Hello Noah,

UH is in receipt of the latest amended charge dated 7/17/20. You indicated a due date of 7/29/20 for UH to submit its response. UH is still operating under its adjusted scheduling due to the impact COVID-19 has had. As a result, I am requesting a 2 week extension to 8/12/20.

I spoke with HR and determined that (b) (6), (b) (7)(C), termination date was (b) (6), (b) (7)(C) 20. (b) (6), received notification via a certified letter, as (b) (6) had not been at work since early March.

Thank you.  
Marcie Manson

Marcie Manson  
Deputy General Counsel  
University Hospitals  
Management Services Center  
3605 Warrensville Center Rd.  
Shaker Hts., Ohio 44122  
Ph.: 216-767-8236 Fax: 216-767-8260

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Visit us at [www.UHhospitals.org](http://www.UHhospitals.org).

The enclosed information is STRICTLY CONFIDENTIAL and is intended for the use of the addressee only. University Hospitals and its affiliates disclaim any responsibility for unauthorized disclosure of this information to anyone other than the addressee.

Federal and Ohio law protect patient medical information, including psychiatric\_disorders, (H.I.V) test results, A.I.Ds-related conditions, alcohol, and/or drug\_dependence or abuse disclosed in this email. Federal regulation (42 CFR Part 2) and Ohio Revised Code section 5122.31 and 3701.243 prohibit disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law.

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**From:** Manson, Marcie <Marcie.Manson@UHhospitals.org>  
**Sent:** Tuesday, August 4, 2020 12:20 PM  
**To:** Fowle, Noah  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: 08-CA-263654 (UH) - notice of appearance?

Hello Noah,  
I will be representing UH on the charge recently filed on 7/28.  
I look forward to receiving a courtesy copy.  
Thank you.  
Marcie

Marcie Manson  
Deputy General Counsel  
University Hospitals  
Management Services Center  
3605 Warrensville Center Rd.  
Shaker Hts., Ohio 44122  
Ph.: 216-767-8236 Fax: 216-767-8260

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**From:** Fowle, Noah [mailto:Noah.Fowle@nrlb.gov]  
**Sent:** Tuesday, August 04, 2020 11:51 AM  
**To:** Manson, Marcie <Marcie.Manson@UHhospitals.org>  
**Subject:** 08-CA-263654 (UH) - notice of appearance?

**External E-mail: Careful opening links or attachments.**

Ms. Manson,

Are you representing the Employer in the above referenced charge, filed on July 28, 2020? It is factually related to 08-CA-262258, which was filed by the same charging party (b) (6), (b) (7)(C).

I am preparing an evidence request letter in the above referenced case, and because it concerns the same set of facts as 08-CA-262258, I am hoping that we keep the same deadline I extended to you in that case (August 12).

Call me with any questions.

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
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[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)



UNITED STATES GOVERNMENT  
NATIONAL LABOR RELATIONS BOARD

REGION 8  
1240 E 9TH ST  
STE 1695  
CLEVELAND, OH 44199-2086

Agency Website: [www.nlrb.gov](http://www.nlrb.gov)  
Telephone: (216)522-3715  
Fax: (216)522-2418

Agent's Direct Dial: (216)303-7364

August 4, 2020

Marcie Manson, Deputy General Counsel  
University Hospitals  
3605 Warrensville Center Rd  
Shaker Heights, OH 44122

Re: University Hospitals Health System  
Case 08-CA-263654

Dear Ms. Manson:

I am writing this letter to advise you that it is now necessary for me to take evidence from your client regarding the allegations raised in the investigation of the above-referenced matter. Set forth below are the allegations and issues on which your evidence is needed, a request to take affidavits, a request for documentary evidence, and the date for providing your evidence.

**Allegations:** The allegations for which I am seeking your evidence are as follows:

(1) on or about (b) (6), (b) (7)(C) 2020 the Employer has interfered with, restrained, and coerced its employees in the exercise of rights protected by Section 7 of the Act by terminating the employment of (b) (6), (b) (7)(C) in retaliation for (b) (6), (b) (7)(C) protected concerted activity consisting of, but not limited to, sending a certified letter to the Employer's (b) (6), (b) (7)(C) and/or agent(s) that expressed group concerns about terms and conditions of employment, and/or engaging in other protected concerted activities and/or to discourage other employees from engaging in protected concerted activities; and

(2) within the 10(b) the Employer has promulgated and/or maintained an unlawful overbroad work rule, specifically HR 72 which states "Subject to the terms of policy HR 77 Solicitation and Distribution, soliciting or requesting statements or pledges from visitors, patients or employees; or distribution of written information or literature that is not related to authorized company activities.

**Board Affidavits:** I am requesting to take affidavits from (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) and any other individuals you believe have information relevant to the investigation of this matter. Please be advised that the failure to present representatives who would appear to have information relevant to the investigation of this matter, for the purposes of my taking sworn statements from them, constitutes less than complete cooperation in the investigation of the charge. Please contact me by **Friday, August 7, 2020** to schedule these affidavits.

**Documents:** Please provide the following documents, along with any and all other evidence relevant to the case:

1. The Employer's factual account of, and response to, the allegations in the charge, including any case law where necessary;
2. The personnel file of (b) (6), (b) (7)(C), including but not limited to all discipline issued to (b) (6), (b) (7)(C). In responding to this request redact any Social Security numbers, tax identification numbers and any medically-sensitive information;
3. All correspondence between (b) (6), (b) (7)(C) and/or (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C), including but not limited to text messages and emails, whether sent or received, between March 1, 2020 and July 30, 2020;
4. All correspondence between any representative of the Employer and (b) (6), (b) (7)(C) regarding any (b) (6), (b) (7)(C) leave requests by (b) (6), (b) (7)(C) between March 1, 2020 and July 30, 2020;
5. All notes, correspondence and any other documents related to the Employer's decision to terminate (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020;
6. Identify any individuals whom the Employer terminated for the same or similar reasons as it terminated (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, since January 1, 2018;
7. All rules, regulations, policies and/or procedures relied upon in reaching the decision to terminate (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020;
8. Take a position as to when the Employer actually communicated its termination decision to (b) (6), (b) (7)(C), including but not limited to any explanation as to why it delayed in notifying him of this decision;
9. Identify the individual(s) behind the decision to terminate (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including but not limited to the individuals who effectuated that decision;
10. Confirm the names and identify the job titles for each of the following individuals affiliated with the Employer, and state whether each individual qualifies as a supervisor and/or agent of the Employer under Sections 2(11) and 2(13) of the Act, respectively: (b) (6), (b) (7)(C), and (b) (6), (b) (7)(C);
11. Complete the attached commerce on questionnaire; and



12. Confirm the Employer's full legal name

**Date for Submitting Evidence:** To resolve this matter as expeditiously as possible, you must provide your evidence and position in this matter by **Wednesday, August 12, 2020**. If you are willing to allow me to take affidavits, please contact me by **Friday, August 7, 2020** to schedule a time to take affidavits. Pursuant to Section 102.5 of the Board's Rules and Regulations, parties must submit all documentary evidence, including statements of position, exhibits, sworn statements, and/or other evidence, by electronically submitting (E-Filing) them through the Agency's web site ([www.nlr.gov](http://www.nlr.gov)). You must e-file all documents electronically or provide a written statement explaining why electronic submission is not possible or feasible. Failure to comply with Section 102.5 will result in rejection of your submission. The Region will make its determination on the merits solely based on the evidence properly submitted.

Please contact me at your earliest convenience by telephone, (216)303-7364, or e-mail, [noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov), so that we can discuss how you would like to provide evidence and I can answer any questions you have with regard to the issues in this matter.

Respectfully,

NOAH FOWLE  
Field Attorney



**Claims & Litigation Services**  
Management Services Center  
3605 Warrensville Center Rd., LL 9115  
Shaker Heights, Ohio 44122  
216-767- 8050 Phone  
216-767-8260 Fax

**VIA ELECTRONIC FILING**

Noah Fowle  
Field Attorney  
National Labor Relations Board  
Region 8  
1240 E. 9th Street, Suite 1695  
Cleveland, Ohio 44199-2086

Re: University Hospitals Case Nos.  
08-CA-262173  
08-CA-262258  
08-CA-263654

Dear Mr. Fowle:

This letter is the Statement of Position of University Hospitals in response to the above-referenced unfair labor practice charges filed by (b) (6), (b) (7)(C) <sup>1</sup> As you know, (b) (6), (b) (7)(C) alleges several claims against University Hospitals, most of which claim retaliation against (b) (6), (b) (7)(C) for allegedly sending a letter to bring in a Union, violation of Section 7 of the National Labor Relations Act (“NLRA”), by falsifying (b) (6), (b) (7)(C) employment status to a state agency and denying (b) (6), (b) (7)(C) work-from-home requests.

(b) (6), (b) (7)(C) claims are without merit, and the Charges should be dismissed, absent withdrawal. As detailed below, University Hospitals did not retaliate against (b) (6), (b) (7)(C) because (b) (6), (b) (7)(C) engaged in protected concerted activity or because of any other impermissible reason. In fact, University Hospitals never received the letter (b) (6), (b) (7)(C) alleges (b) (6), (b) (7)(C) sent. Rather, the Hospital simply followed the policies and procedures in place prior to the COVID-19 pandemic, and its temporary work-from-home policy put in place when the COVID-19 emergency occurred, which superseded all other policies. For these reasons, University Hospitals did not violate Section 7 of the Act. (b) (6), (b) (7)(C) has no evidence to the contrary, and (b) (6), (b) (7)(C) Charge should be dismissed.

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<sup>1</sup> The information in this correspondence is based upon University Hospitals’ preliminary investigation and reflects its understanding of the events relevant to your inquiry. This letter includes only information about which University Hospitals is aware at this time. University Hospitals reserves the right to supplement, modify, or amend the record at any time with additional or newly discovered information. Further, the information contained in this letter does not constitute a waiver of University Hospitals’ right to respond to and controvert the allegations in any charge filed by the Charging Party at a later date in any other forum or any other National Labor Relations Board proceeding.

Hospital Policies. The Hospital has written employment policies, at least six of which may be relevant to the Charge: (1) Anti-Harassment and Non-Discrimination policy (HR-20), which expressly prohibits University Hospitals from committing unlawful discrimination based on various protected factors; (2) Professional Behavior (HR-63); (3) Attendance (HR-71); (4) Corrective Action (HR-72); (5) Solicitation, Distribution and Posting (HR-77); and (6) (b) (6), (b) (7)(C) Temporary Telecommute Work from Home Policy Related to Coronavirus-19

## **I. FACTUAL BACKGROUND**

Founded over 150 years ago in 1866, University Hospitals began as a single hospital in a two-story house in Cleveland, Ohio. From those humble beginnings, University Hospitals has grown into Northeast Ohio's largest network of primary care physicians, outpatient centers, and hospitals. University Hospitals is one of the nation's leading health care systems, providing award-winning, patient-centered care that meets the highest standards for quality and patient-safety.

This case is about events that occurred at University Hospitals' (b) (6), (b) (7)(C). The (b) (6), (b) (7)(C) is a stand-alone building where most of the (b) (6), (b) (7)(C) occur. (b) (6), (b) (7)(C) was hired by University Hospitals in (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) was an at-will employee at all relevant times. In (b) (6), (b) (7)(C) position as (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) reported to (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) reported to (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) Members of Human Resources who were involved in the issues raised by (b) (6), (b) (7)(C) are (b) (6), (b) (7)(C). (b) (6), (b) (7)(C).

### **A. Allegation of Retaliation: Union Letter**

In Charge 08-CA-262173, (b) (6), (b) (7)(C) states that in May of 2020, (b) (6), (b) (7)(C) learned that University Hospitals conveyed to the state unemployment agency that (b) (6), (b) (7)(C) was on (b) (6), (b) (7)(C) and was therefore retaliating against (b) (6), (b) (7)(C) because of a letter (b) (6), (b) (7)(C) sent in about bringing in a union. (b) (6), (b) (7)(C) claims that this response prevented (b) (6), (b) (7)(C) from receiving benefits. As already stated, University Hospitals has no knowledge or record of any letter brought in, sent, or emailed by (b) (6), (b) (7)(C) regarding a union. As such it is impossible that they retaliated against (b) (6), (b) (7)(C) because of this. That being said, University Hospitals was informed by the (b) (6), (b) (7)(C) that (b) (6), (b) (7)(C) had applied for, and was entitled to, (b) (6), (b) (7)(C) and, as such, the response to the state unemployment agency was appropriate. (b) (6), (b) (7)(C) failed to provide the (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) was subsequently denied. After the denial, (b) (6), (b) (7)(C) did submit documentation (b) (6), (b) (7)(C), but the denial was upheld. (b) (6), (b) (7)(C) had opportunities to appeal the denial of (b) (6), (b) (7)(C) unemployment claim, as well as the denial of (b) (6), (b) (7)(C) claim, but (b) (6), (b) (7)(C) has failed to do so.

### **B. Allegation of Falsification of Employment Status**

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<sup>2</sup> The cited policies are attached as Exhibit A.

In Charge 08-CA-262258, (b) (6), (b) (7)(C) again states that University Hospitals has interfered with, restrained, and coerced its employees in the exercise of rights protected by Section 7 of the act by falsifying (b) (6), (b) (7)(C) employment status to the state unemployment agency in retaliation for (b) (6), (b) (7)(C) protected concerted activity consisting of sending a certified letter to (b) (6), (b) (7)(C) supervisor that expressed group concerns about terms and conditions of employment. This is the same allegation as noted above in Charge 08-CA-262173. Again, University Hospitals has no knowledge or record of a certified letter expressing group concerns about terms and conditions of employment. As noted above, (b) (6), (b) (7)(C) notified University Hospitals that (b) (6), (b) (7)(C) had applied for and was entitled to (b) (6), (b) (7)(C) and, as such, their response to the state unemployment agency was not false. (b) (6), (b) (7)(C) failed to provide the (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) was subsequently denied.

### C. Allegation of Denial of Work-From Home Requests

In Charge 08-CA-262258, (b) (6), (b) (7)(C) states that since mid-March, University Hospitals has interfered with, restrained, and coerced its employees in violation of Section 7 by denying the work-from-home requests of (b) (6), (b) (7)(C) in retaliation for (b) (6), (b) (7)(C) protected concerted activity consisting of the certified letter mentioned in (B) above. As previously mentioned, the Hospital has no knowledge or record of any certified letter expressing group concerns about terms and conditions of employment.

In the spring of 2020 COVID-19 struck the United States. When this happened, University Hospitals issued work-at-home orders for all non-essential employees who had the ability to work from home. (b) (6), (b) (7)(C) issued a Temporary Telecommute Work from Home Policy Related to Coronavirus-19 (“Temporary COVID-19 Telecommute Policy”) (see Attachment A). This temporary policy required the signature of the employee agreeing to the terms in the policy, *and superseded any other telecommute policy currently in place at UH.* (b) (6), (b) (7)(C) however, refused to sign this policy. Instead, (b) (6), (b) (7)(C) repeatedly provided a signed portion of (b) (6), (b) (7)(C) Policy on Alternative Work Arrangements, claiming that this constituted a (b) (6), (b) (7)(C) due to a (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) claims (b) (6), (b) (7)(C) sent this document to University Hospitals by certified mail on March 9, 2020. University Hospitals has no record of receiving this document by certified mail, but did receive it by email from (b) (6), (b) (7)(C) on March 30, 2020.<sup>3</sup> Regardless of when they received it, simply signing the Alternative Work Arrangement portion of a UH policy that is not relevant does not in and of itself qualify as (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) provided no other request with this document, (b) (6), (b) (7)(C) made no actual request of (b) (6), (b) (7)(C) or HR requesting an accommodation for a (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) simply signed a portion of a policy and subsequently called it a (b) (6), (b) (7)(C).

Despite multiple emails back and forth between (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) and directors in the (b) (6), (b) (7)(C), and HR about returning to work, and being provided with the appropriate work from home policy multiple times, (b) (6), (b) (7)(C) flat-out refused to sign the policy provided to (b) (6), (b) (7)(C) in order to continue working. Instead, (b) (6), (b) (7)(C) continued to provide the signed portion of (b) (6), (b) (7)(C) Policy on Alternative Work Arrangements. Again, this was not

<sup>3</sup> (b) (6), (b) (7)(C) email forwarding (b) (6), (b) (7)(C) March 9 (b) (6), (b) (7)(C) ” is attached as Exhibit B.



the agreement or policy that was being sent to (b) (6), (b) (7)(C) by UH managers and supervisors, this is one that (b) (6), (b) (7)(C) pulled from the Hospital's Intranet and was a departmental policy that had been superseded by the Temporary COVID-19 Telecommute Policy. As was stated to (b) (6), (b) (7)(C) numerous times, the Temporary COVID-19 Telecommute Policy superseded any policy currently in place at University Hospitals and, as such, the policy (b) (6), (b) (7)(C) kept sending back was not in effect, nor appropriate. Despite repeatedly being provided with the proper paperwork, and after numerous conversations with (b) (6), (b) (7)(C) informing (b) (6), (b) (7)(C) that (b) (6), (b) (7)(C) was not submitting the right paperwork, (b) (6), (b) (7)(C) continued to ignore (b) (6), (b) (7)(C) and HR's direction. (b) (6), (b) (7)(C) wanted UH to agree to the document (b) (6), (b) (7)(C) was sending because it would allow (b) (6), (b) (7)(C) to work from home on a permanent basis, and (b) (6), (b) (7)(C) was attempting to get the Hospital to agree to do so. Because (b) (6), (b) (7)(C) had been issued a Corrective Action ("CA"), (b) (6), (b) (7)(C) was not eligible to work from home, except during the COVID-19 pandemic. If (b) (6), (b) (7)(C) had signed and returned the Temporary COVID-19 Telecommute Policy, (b) (6), (b) (7)(C) would have been allowed to work from home on a temporary basis. (b) (6), (b) (7)(C) did not return the appropriate form and instead continued to send in an alternate policy that would allow (b) (6), (b) (7)(C) to work from home on a permanent basis. At bottom, University Hospitals followed the same approach with respect to (b) (6), (b) (7)(C) as it does in all similar situations.

On April 2, 2020 (b) (6), (b) (7)(C) finally submitted a signed, but revised, copy of the Temporary COVID-19 Telecommute Policy. (b) (6), (b) (7)(C) crossed out sections and made material changes to the text of the policy and demanded that UH accept it.<sup>4</sup> (b) (6), (b) (7)(C) responded to (b) (6), (b) (7)(C) indicating that the Hospital could not accept the changes (b) (6), (b) (7)(C) made to the document, and (b) (6), (b) (7)(C) needed to sign it as-is or contact (b) (6), (b) (7)(C) to request any (b) (6), (b) (7)(C) accommodations. (b) (6), (b) (7)(C) responded to (b) (6), (b) (7)(C) questioning why the Hospital could not accept (b) (6), (b) (7)(C) changes to the document. After much back-and-forth between (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) emailed (b) (6), (b) (7)(C) on April 3, 2020 indicating (b) (6), (b) (7)(C) had two options: sign the Temporary COVID-19 Telecommute Policy, or partner with (b) (6), (b) (7)(C) for an (b) (6), (b) (7)(C) accommodation to work from home.<sup>5</sup>

As can be seen, University Hospitals did not deny (b) (6), (b) (7)(C) work from home request. (b) (6), (b) (7)(C) refused to sign the necessary paperwork, instead editing the document to fit (b) (6), (b) (7)(C) needs in an attempt to have the Hospital agree to let (b) (6), (b) (7)(C) work from home on a permanent basis. University Hospitals would not agree to (b) (6), (b) (7)(C) changes, (b) (6), (b) (7)(C) refused to sign the Hospital's version and, as such, (b) (6), (b) (7)(C) was left with the option of using (b) (6), (b) (7)(C) PTO to cover the time (b) (6), (b) (7)(C) missed from work, or filing for (b) (6), (b) (7)(C).

#### **D. Allegation of Retaliation: Corrective Action**

In Charge 08-CA-262258, (b) (6), (b) (7)(C) states that on (b) (6), (b) (7)(C) 2020, University Hospitals issued a Corrective Action ("CA") to (b) (6), (b) (7)(C) in retaliation for (b) (6), (b) (7)(C) protected concerted activities. Again, University Hospitals has no knowledge or record of (b) (6), (b) (7)(C) engaging in any protected, concerted activities.

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<sup>4</sup> (b) (6), (b) (7)(C) marked-up version of the Temporary COVID-19 Telecommute Policy is attached as Exhibit C.

<sup>5</sup> The April 3 email from (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) is attached as Exhibit D.

The Hospital did issue a CA to (b) (6), (b) (7)(C).<sup>6</sup> On (b) (6), (b) (7)(C), 2020 at 3:26 p.m. (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) sent out an email to 13 recipients, including (b) (6), (b) (7)(C) regarding lockbox addresses. (b) (6), (b) (7)(C) email was direct enough – simply letting people to know the lockbox addresses for correspondence at each facility. There were a few questions back and forth between the group about the subject of (b) (6), (b) (7)(C) email, which (b) (6), (b) (7)(C) responded to appropriately. At 5:01 p.m., (b) (6), (b) (7)(C) “replied to all” in the email criticizing (b) (6), (b) (7)(C) about an interaction that took place between (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) a couple of days earlier regarding lockboxes.<sup>7</sup> In (b) (6), (b) (7)(C) email, (b) (6), (b) (7)(C) made the following statements to (b) (6), (b) (7)(C) cc’ing the entire group, which included some of (b) (6), (b) (7)(C) directors:

- “If, you are educated please act like it.”
- “I did not appreciate your aggressive and uncouth behavior...”
- “...I will continue to emphasize that your juvenile attitude, loudness and immature presentation...was not justified...”
- “...not having or showing the experience skill, etc., that is expected or appropriate in a person whom is trained to do a job well.”
- “I don’t know if your mind was present in the meeting...”

If (b) (6), (b) (7)(C) wanted to send this type of email to (b) (6), (b) (7)(C) personally, while still not appropriate, that is one thing. But to say such things to a colleague, and copy many other people that this colleague has to work with on a day-to-day basis, is unprofessional, insubordinate, and in violation of UH Policy HR-63. Because there had been conversations with (b) (6), (b) (7)(C) in the past, and given the unprofessionalism of (b) (6), (b) (7)(C) email, (b) (6), (b) (7)(C) was issued a CA for this incident. Moreover, none of the comments were made on behalf of others or were designed to incite group action.

On (b) (6), (b) (7)(C), 2020, (b) (6), (b) (7)(C) filed a formal complaint with (b) (6), (b) (7)(C) (b) (6), (b) (7)(C), regarding (b) (6), (b) (7)(C). In (b) (6), (b) (7)(C) complaint, (b) (6), (b) (7)(C) states that (b) (6), (b) (7)(C) violated the same policy (b) (6), (b) (7)(C) did in (b) (6), (b) (7)(C) interaction with (b) (6), (b) (7)(C) on January 20. (b) (6), (b) (7)(C) claimed in (b) (6), (b) (7)(C) complaint that because (b) (6), (b) (7)(C) is in a (b) (6), (b) (7)(C), when (b) (6), (b) (7)(C) reprimanded (b) (6), (b) (7)(C) in front of (b) (6), (b) (7)(C) colleagues, (b) (6), (b) (7)(C) felt humiliated and uncomfortable in (b) (6), (b) (7)(C) work environment. (b) (6), (b) (7)(C) appropriately handled the complaint with (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) however, insisted on knowing the result of the investigation and whether (b) (6), (b) (7)(C) was issued a CA as well. Investigations into complaints such as these are confidential, and (b) (6), (b) (7)(C) is not entitled to this information, so (b) (6), (b) (7)(C) would not disclose how this situation was handled with (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) was not happy with this response.

As can be seen, there was nothing protected or concerted related to actions that preceded (b) (6), (b) (7)(C) CA. As such, there was no retaliation for any protected activity.

#### **E. Allegation of Retaliation: Termination**

In Charge 08-CA-263654, (b) (6), (b) (7)(C) states that on or about (b) (6), (b) (7)(C), 2020, UH interfered

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<sup>6</sup> The CA issued to (b) (6), (b) (7)(C) is attached as Exhibit E.

<sup>7</sup> The (b) (6), (b) (7)(C), 2020 email chain is attached as Exhibit F.



with, restrained, and coerced its employees in the exercise of rights by terminating (b) (6), (b) (7)(C) employment in retaliation for (b) (6), (b) (7)(C) protected concerted activity consisting of, but not limited to, sending the certified letter referenced in (B) above. Again, University Hospitals has no knowledge or record of (b) (6), (b) (7)(C) sending any certified letter or engaging in any protected, concerted activities.

(b) (6), (b) (7)(C) employment was terminated because (b) (6) was in violation of the Attendance Policy. (b) (6), (b) (7)(C) did express concerns about working during the COVID-19 pandemic. The Hospital was willing to allow (b) (6), (b) (7)(C) to work from home on a temporary basis, if (b) (6) agreed and signed the Temporary COVID-19 Telecommute Policy, as was required of all Corporate employees. (b) (6), (b) (7)(C) refused to sign the necessary paperwork to allow (b) (6), (b) (7)(C) to work from home during the COVID-19 pandemic. Because of (b) (6), (b) (7)(C) failure to sign the document, (b) (6) was required to use (b) (6), (b) (7)(C) paid time off, which (b) (6), (b) (7)(C) did. In the interim, (b) (6), (b) (7)(C) did apply for (b) (6), (b) (7)(C) but despite being given extensions from (b) (6), (b) (7)(C) to provide the documentation, (b) (6), (b) (7)(C) failed to do so and (b) (6), (b) (7)(C) was denied. Having exhausted PTO, and having failed to obtain (b) (6), (b) (7)(C) was in violation of the Attendance Policy, which led to the termination of (b) (6), (b) (7)(C) employment.<sup>8</sup> (b) (6), (b) (7)(C) knew what (b) (6), (b) (7)(C) had to do to continue working at home and continue working for University Hospitals. (b) (6), (b) (7)(C) failed to do so and it is because of (b) (6), (b) (7)(C) own actions that (b) (6), (b) (7)(C) employment was terminated.

## **F. Allegation of Maintaining an Unlawful Overbroad Work Rule**

In Charge 08-CA-263654, (b) (6), (b) (7)(C) states that UH has promulgated and/or maintained an unlawful overbroad work rule, specifically HR-72, which states “subject to the terms of policy HR 77 Solicitation and Distribution, soliciting or requesting statements or pledges from visitors patients or employees; or distribution of written information or literature that is not related to authorized company activities”. It is University Hospital’s position that policies, HR-72 and HR-77, are not unlawful or overbroad as written. Specifically, HR-72 properly limits solicitation and distribution in accordance with Board law. It prohibits solicitation by non-employees, and limits solicitation by employees in immediate patient care areas and prohibits distribution in all work areas. Moreover, (b) (6), (b) (7)(C) makes no allegations that these policies had anything to do with any employment action taken with respect to (b) (6), (b) (7)(C).

## **ARGUMENT**

### **A. (b) (6), (b) (7)(C) cannot make out a *prima facie* case of retaliation.**

(b) (6), (b) (7)(C) cannot demonstrate that University Hospitals unlawfully retaliated against (b) (6), (b) (7)(C) because of (b) (6), (b) (7)(C) alleged protected concerted activities. In cases where, as here, an employee alleges that (b) (6), (b) (7)(C) suffered adverse action because of (b) (6), (b) (7)(C) union or other protected concerted activities, the

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<sup>8</sup> The (b) (6), (b) (7)(C) 2020 letter regarding (b) (6), (b) (7)(C) termination is attached as Exhibit G.

Board applies the familiar burden-shifting test set forth in *Wright Line*, 251 NLRB 1083, 1089 (1980), *enfd.*, 662 F.2d 899 (1st Cir. 1981). *See also NLRB v. Transportation Management Corp.*, 462 U.S. 393, 395 (1983) (approving *Wright Line* analysis).

Under *Wright Line*, the General Counsel must prove by a preponderance of the evidence that an employee's union or other protected conduct was a motivating factor in the employer's action against the employee. *Aliante Casino & Hotel*, 364 NLRB No. 80, slip op. at 40 (2016). In this analysis, the General Counsel has the initial burden of establishing the existence of union or other protected activity, knowledge of that activity by the employer, and animus against the employee's protected conduct. *Donaldson Bros. Ready Mix, Inc.*, 341 NLRB 958, 961 (2004). If the General Counsel carries this initial burden, the burden shifts to the employer to prove, as an affirmative defense, that it would have taken the same action even in the absence of the protected activity. *Wright Line*, 251 NLRB at 1089.

To establish a *prima facie* case of unlawful motivation in the first part of the *Wright Line* test, the General Counsel must prove not only that the employer knew of the employee's union activities or sympathies, but also that the timing of the alleged reprisals was proximate to the protected activities and that there was antiunion animus to "link the factors of timing and knowledge to the improper motivation." *United Federation of Teachers Welfare Fund*, 322 NLRB 385, 392 (1996) (citing *Hall Construction v. NLRB*, 941 F.2d 684 (8th Cir. 1991)).

Here, there is no evidence that the letter (b) (6), (b) (7)(C) alleged to have sent, was received by University Hospitals, anyone in management in Patient Accounts, or in the Human Resources Department. In fact no one had any knowledge of such a letter until they were made aware after the Hospital received the Charge filed with the NLRB. The alleged letter played no part in the corrective actions or the termination of (b) (6), (b) (7)(C). Initially, it is difficult to see how (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) would have harbored retaliatory animus against (b) (6), (b) (7)(C) as no letter was received and they were not aware of the existence of such a letter.

In sum, (b) (6), (b) (7)(C) has failed to show that the Hospital's actions, including the communication to the state's unemployment agency, the corrective actions issued to (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) termination, was motivated by (b) (6), (b) (7)(C) alleged protected concerted activity. Thus, (b) (6), (b) (7)(C) cannot make out a *prima facie* case of retaliation under *Wright Line*.

**B. University Hospitals would have responded no differently to the state's unemployment agency, would have issued the Corrective Action and termination even in the absence of any alleged protected activity.**

Even assuming that (b) (6), (b) (7)(C) could establish a *prima facie* case, University Hospitals has met its burden of showing that it would have provided the same response to the state's unemployment agency, would have issued the corrective actions and termination in the absence of any protected activity. Under *Wright Line*, if the charging party establishes a *prima facie* case of discrimination, the burden shifts to the employer to demonstrate by a preponderance of the

evidence that it would have taken the same action in the absence of the protected conduct. *Wright Line*, 251 NLRB at 1089.

The “crucial factor” in this analysis “is not whether the business reasons cited by [the employer] were good or bad, but whether they were honestly invoked and were, in fact, the cause of the change.” *Healthcare Emples. Union, Local 399 v. NLRB*, 463 F.3d 909, 921-22 (9th Cir. 2006) (quoting *NLRB v. Savoy Laundry*, 327 F.2d 370, 371 (2d Cir. 1964)). So the fact that an employee may have engaged in some type of protected activity and was thereafter issued corrective action and a termination is not enough to establish a retaliatory motive. *See, e.g., Neptco, Inc.*, 346 NLRB 18, 20 (2005) (explaining that “mere coincidence [in time] is not sufficient evidence of [union] animus”).

Here, the evidence shows that University Hospitals would have taken the same actions even in the absence of any alleged protected activity on (b) (6), (b) (7)(C) part. (b) (6), (b) (7)(C) refused to sign the relevant UH policy that would allow (b) (6), (b) (7)(C) to work from home and then failed to submit leave paperwork after being provided extensions. The Hospital had no choice but to take action.

University Hospitals, in short, has met its burden of showing that it would have taken the same action in the absence of (b) (6), (b) (7)(C) alleged protected concerted activity. As a result, the Charge should be dismissed, even if the Region finds that (b) (6), (b) (7)(C) has met (b) (6), (b) (7)(C) initial burden under *Wright Line*.

## **II. CONCLUSION**

At bottom, University Hospitals did no more than terminate the employment of an employee who had failed to sign the policy in place in order to allow (b) (6), (b) (7)(C) to work from home during the COVID-19 pandemic, and failed to provide the documentation needed to obtain (b) (6), (b) (7)(C) allegation that the Hospital was retaliatory or discriminatory in terminating (b) (6), (b) (7)(C) employment is simply not valid and cannot serve as the basis for a valid charge under Section 7. For that reason, (b) (6), (b) (7)(C) claims should be dismissed absent withdrawal.

Should you need any additional information, please do not hesitate to reach out to me at your convenience.

Very truly yours,

*Marcie Manson*

Marcie Manson  
Deputy General Counsel  
University Hospitals Health System, Inc

## HR-20 – Anti-Harassment and Non-Discrimination

### Key Points

- This policy applies to all employees, medical staff, students, and contractors throughout University Hospitals (UH) facilities.

### Policy

1. UH is committed to providing employment, training, compensation, benefits, tuition assistance, promotion, layoff, transfer, social and recreational programs, termination, demotion, administration of policy and other terms and conditions of employment without regard to an individual's race, color, national origin, age, religion, disability, gender, sexual orientation, gender identity, marital status or military status.
2. UH is committed to providing a working environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive, including sexual harassment.
3. Actions, words, jokes or comments based on an individual's gender, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.
4. All UH employees, medical staff, students and contractors may not engage in any conduct that may be considered discriminatory or harassing and are responsible for avoiding, discouraging and reporting any form of discrimination or harassment.
5. Any supervisor or manager must report the alleged sexual or other unlawful harassment to Human Resources so it can be investigated in a timely and confidential manner.
6. All reports of harassment will be fully investigated and, when it is determined that harassing behavior has occurred, corrective action will be taken, up to and including discharge.

### Procedure

1. Any individual who experiences or witnesses unlawful harassment or discrimination in the workplace, including discrimination or harassment on the basis of employment, training, compensation, benefits, tuition assistance, promotion, layoff, transfer, social and recreational programs, termination, demotion, administration of policy and other terms and conditions of employment

without regard to an individual's race, color, national origin, age, religion, disability, gender, sexual orientation, gender identity, marital status or military status, must report it immediately in writing to his/her supervisor. If the supervisor is unavailable or the individual believes it would be inappropriate to contact that person, he/she should immediately contact the Human Resources Department. In addition, individuals may contact the UH Integrity Line at **1-800-227-6934**.

2. Any individual may raise concerns and make reports without fear of reprisal or retaliation. Examples of reprisal or retaliation may include but are not limited to an employee receiving a lower performance evaluation or a change to his/her work schedule which is not based on business necessity, etc.
3. All complaints will be handled in a timely and confidential manner to the extent possible, recognizing that the investigation may necessitate interviews and other inquiries. In no event will information concerning a complaint be released by UH to third parties or to anyone within the health system who is not involved with the investigation or to whom a report is to be given (e.g., senior management, Board of Directors). No one involved is permitted to discuss the subject outside the investigation. The purpose of this provision is, to the extent possible, to maintain the anonymity of the individual who files a complaint, to encourage the reporting of any incidents or harassment or discrimination, and to protect the reputation of any individual wrongfully charged with harassment or discrimination.
4. Investigation of a complaint will normally include conferring with the parties involved and any named or apparent witnesses.
5. If an investigation reveals that a complaint is valid, prompt appropriate corrective action designed to stop the harassment or discrimination immediately and to prevent its recurrence will be taken. Appropriate corrective action will be taken up to and including imposition of job restrictions, additional training requirements or discharge.

## **Definitions**

Individual:

An applicant, employee, medical staff member, student or contractor.

Discrimination:

To differentiate, show favoritism, categorize or classify in the provision of employment opportunities, benefits or privileges, working conditions, or standards of employment if the basis of that treatment is race, color, national origin, age, religion, disability, gender, sexual orientation, gender identity or marital status (e.g., job assignments, transfers, promotions or budget decisions based on an individual's race or age).

Harassment:

A form of discrimination when an individual exhibits behavior that is offensive because it references race, color, national origin, age, religion, disability, gender, sexual orientation, gender identity or marital status (e.g., use of racial slurs and telling jokes concerning these characteristics).

**Retaliation:**

An adverse employment action defined as a materially adverse change in the terms and conditions of employment. (examples include: termination, pay reduction)

**Sexual harassment:**

A form of discrimination based on gender that may involve the behavior of a person of either gender against a person of the opposite or the same gender.

Unwelcome sexual advances (either physical or verbal), requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment,
- Submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting that individual, or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance, or creating an intimidating, hostile or offensive work environment.

The following are examples of sexual harassment:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual contact that includes leering, making sexual gestures, or displaying sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, telephone calls, emails or invitations.
- Physical conduct that includes touching, assaulting or impeding or blocking movements.
- Email messages or jokes about sexual subjects or gender stereotypes.
- Talking about your own sex life or speculating about the sex lives of coworkers.

**NOTE:** This list is not intended to be all-inclusive.

**SEE ALSO:**

**UH System-wide Policies and Procedures**

**IS-1, Internet Use**

**HR-43 Workplace Violence**

**HR-63 Professional Behavior**

**HR-72 Corrective Action**

Approvals	
(b) (6), (b) (7)(C)	 Date
	 Date



## HR-63 – Professional Behavior

### Key Points

- This policy applies to all UH workforce members.

### Policy & Procedure

1. It is the duty of all workforce members to promote standards of professional behavior and a culture of safety. UH will not tolerate disruptive behaviors that may lead to undermined morale, diminished productivity, ineffective or substandard care/service or distress to others. This policy provides written standards for setting a positive UH professional image and a healthy work environment.
2. Professional Behavior Standards
  - 2.1. The following behaviors are prohibited:
    - 2.1.1. Profane or disrespectful language.
    - 2.1.2. Demeaning, intimidating or abusive behavior, bullying
    - 2.1.3. Sexual comments or innuendo.
    - 2.1.4. Inappropriate touching, sexual or otherwise.
    - 2.1.5. Racial or ethnic jokes or any discriminatory comments, jokes or conversations.
    - 2.1.6. Outbursts of rage or violent temper.
    - 2.1.7. Throwing instruments, charts or other objects.
    - 2.1.8. Inappropriate and unnecessary public criticism.
    - 2.1.9. Conducting personal conversations, including using personal communications devices, in the presence of, or within earshot of, patients, employees and/or visitors.
    - 2.1.10. Excessive or inappropriate use of personal communication devices, such as headphones/earbuds, wireless or otherwise, while at work or during meetings.
    - 2.1.11. Comments that undermine a patient's or family member's trust in a health care provider or the health system.
    - 2.1.12. Comments that undermine the professionalism of any employee.
    - 2.1.13. Inappropriate notes, inappropriate handling of notes, or the deletion of information in the medical record.
    - 2.1.14. Unethical or dishonest behavior.
    - 2.1.15. Difficulty working collaboratively with others.
    - 2.1.16. Repeated late or unsuitable replies to pages or calls.
    - 2.1.17. Inappropriate interactions with patients, family, staff and others.
    - 2.1.18. Threats of violence or retribution.
    - 2.1.19. Performing duties outside of the scope of practice or authority granted by a professional license.
    - 2.1.20. Uncooperative and defiant approach to problem-solving.

**2.1.21. Discussing individual patient cases in public or violating HIPAA regulations.**

- 3. Failure to comply with this policy will subject a workforce member to the corrective action process of:**
  - 3.1. Medical Staff Bylaws, Rules and Regulations.**
  - 3.2. Residents and Fellows Manual.**
  - 3.3. Any other applicable policies.**
- 4. Workforce members are encouraged to report behavior which does not comply with this policy without fear of retaliation or retribution.**

**Definitions**

**Workforce Member:**

An employee, medical staff member, resident, volunteer, contractor, sub-contractor, student, and any other person who provides services at any University Hospitals site or any UH related activity.

**Disruptive Behavior:**

Conduct that interferes with patient/customer care, service, safety, or the positive environment of the workplace.

**Personal Communications Devices:**

Include but are not limited to, cell phones, Blackberry's, PDAs, Blue Tooth and other electronic devices used for personal communication.

**SEE ALSO:**

University Hospitals System-wide Policies and Procedures  
HR-20, Anti-Harassment and Non-Discrimination  
HR-43, Workplace Violence  
HR-72 Corrective Action

Approvals	
(b) (6), (b) (7)(C)	<u>7/15/19</u> Date
	<u>7-15-19</u> Date

## HR-71 – Attendance

### Key Points

- This policy applies to all University Hospitals regular full-time and part-time non-supervisory employees.

### Policy & Procedure

#### 1. Definitions:

##### 1.1. No Fault Policy:

If an employee is absent for any reason other than approved time off, the absence counts as an occurrence of absenteeism.

For purposes of this policy, the following will not be counted as occurrences of absence:

- \* approved leaves of absence (See HR-70 Leaves of Absence, HR-19 FMLA)
- \* approved workplace illnesses and injuries, off duty due to known exposure to patient communicable disease per Infection Control or Corporate Health Services
- \* scheduled paid time off (PTO), pre-approved time off for medical appointments, or scheduled vacation time
- \* jury duty and/or bereavement leave

NOTE: The fact that an employee presents a physician's note does not preclude an occurrence of absence being charged.

##### 1.2. Call-Off:

Notifying the supervisor in charge of an absence in accordance with departmental policy and procedure. Instances of failure to notify the supervisor in charge of any absence according to the department's policy and procedures. (i.e. Late Call-Offs) will be subject to corrective action.

##### 1.3. Scheduled Shift:

Any day or part of a day for which an employee is assigned to work. Any shift or part of a shift that an employee agrees to work in addition to their original scheduled hours.

##### 1.4. Occurrence of absence:

1.4.1. Being away from the job for 25% or more of a scheduled shift. This applies to straight time and overtime. If an employee receives PTO or vacation time pay for an unscheduled absence, it is still considered to be an occurrence of absence.

1.4.2. Each day of absence will count as one occurrence. Consecutive scheduled days of absenteeism due to the employee's own illness

will count as one occurrence a maximum of 2 times per attendance year. After that, additional consecutive days of absenteeism due to the employee's own illness would count as one occurrence per day absent.

- 1.4.3. In instances where a request for scheduled paid time off was not approved, each day of absence will be considered as a separate occurrence.

NOTE: FMLA may be initiated any time an eligible employee experiences an overnight stay in the hospital, a period of incapacity of more than 3 consecutive calendar days or is absent on an intermittent basis for a reason that qualifies under the FMLA regulation.

#### **1.5. Pattern:**

A predictable or regular sequence of absences. An employee who has developed a pattern of absenteeism is subject to the corrective action process. The following examples are not all inclusive:

- 1.5.1. A Pattern of calling off the day before or after a scheduled day off.
- 1.5.2. A Pattern of calling off when scheduled to work a holiday.
- 1.5.3. Calling off for multiple days on a patterned basis.
- 1.5.4. Abuse of the rolling 12-month period
- 1.5.5 A pattern of calling off consecutive days in a row due to the employee's own illness. (i.e. Calling off for 2 or 3 days at a time more than twice in a 12 month period.)

NOTE: A pattern may develop over a period of weeks, months or in some cases, year to year.

#### **1.6. No call/no show:**

Absence from a scheduled shift without notification. The first day of no call/no show will be subject to a confirmation of counseling if the employee has no current corrective action. If the employee has a current corrective the next level of corrective action should be applied. Each additional day of no call/no show will result in advancing two levels of progressive corrective action (i.e. employee at confirmation of counseling will advance to final warning level with a 2nd no call/no show) subject to qualifying Family & Medical Leave Act (FMLA) time.

Any employee who has three consecutive days of no call/no show on days when he/she was scheduled to work could be assumed as voluntary termination

## **2. Policy:**

- 2.1. Attendance is an important factor of every employee's total work performance and will be included as a factor in any performance evaluation.
- 2.2. Each manager will administer the policy in a fair and consistent manner while using management discretion to determine required action in cases of absenteeism issues.
- 2.3. Each manager or department will monitor the attendance pattern of the employees in his/her work group.



- 2.4. It is the manager's discretion based on scheduling and the department workload whether or not to approve time off.
- 2.5. Tracking Occurrences:
- 2.5.1. Attendance Year Definition: the rolling 12 months prior to the most recent occurrence of an attendance infraction. Once an occurrence is older than 12 months, it will not be considered part of the attendance year and cannot be used for further corrective action unless it is a pattern.
- 2.5.2. Any employee who accumulates 6 occurrences of unscheduled absences within any consecutive 12-month period will be subject to progressive corrective action up to and including discharge. The employee must complete 12 months from the date of the last occurrence without acquiring any additional unscheduled occurrences of absences to avoid progressive corrective action. Each occurrence after the first 6 will progress the level of action taken depending on where the employee is in the corrective action process at the time of the attendance infraction.
- \* 6 occurrences = next level corrective action
  - \* 7 occurrences = next level corrective action
  - \* 8 occurrences = next level corrective action
  - \* 9 occurrences = next level corrective action
- 2.5.3. Absence
- 2.5.3.1. Each occurrence of absence as defined above (1.3) will count as one occurrence.
- 2.5.4. Tardiness / Early Leave / Kronos Punch Violations:
- 2.5.4.1. Tardiness will be tracked according to departmental policy and procedures. Employees who fail to adhere to department policy and procedures will be subject to progressive disciplinary action up to and including discharge.

APPROVALS	
(b) (6), (b) (7)(C)	_____ Date 6/13/17
	_____ Date 6-5-17
ED BY PPG	

## HR-72 – Corrective Action

### Key Points

- This policy applies to University Hospitals (UH) regular full-time and part-time employees in non-supervisory positions who have completed their initial employment periods.

### Definition

#### Corrective Action:

Describes the levels of conduct which deviates from those expected of University Hospitals' employees and the prescribed procedures to be followed when levels deviate from expected standards.

### Policy & Procedure

1. UH has established standards for job performance. Employees who depart from these standards will be subject to corrective action.
2. Corrective action at UH has three basic purposes:
  - 2.1. To help guide employees toward improving job performance.
  - 2.2. To counsel employees toward improving job performance.
  - 2.3. To provide the mechanism for discharging employees whose conduct meets criteria for discharge or progressive disciplinary action.
3. When corrective action is required the manager must investigate the circumstances and implement corrective action.
4. All corrective action discussions will be conducted in a setting that assures privacy.
5. Each corrective action will document the following:
  - 5.1. The unacceptable job behavior or performance.
  - 5.2. The action plan to improve job behavior or performance.
  - 5.3. Signatures: employee and his/her manager or immediate supervisor.
6. When formal corrective action is appropriate, the guidelines below will be followed:
  - 6.1. Confirmation of counseling:  
Typically, the beginning level of corrective action unless the incident is serious (see Attachment A).
  - 6.2. Warning:  
Generally used as a second step when an incident involves repeat performance issues and a confirmation of counseling has already been



given (see Attachment A). A warning may be used as the first step when the incident is deemed by the manager to be more serious and he/she has consulted with Human Resources (HR) regarding the use of a warning in this manner.

6.3. Suspension or final warning:

May be used under the circumstances listed below after consultation with HR (see Attachment B):

6.3.1. As the next step in the progressive corrective action process.

6.3.2. When the conduct is serious enough to warrant more than a warning, but not serious enough to warrant immediate discharge.

6.3.3. When the manager requires sufficient time to fully review the allegations of the serious misconduct in order to determine what or if action should be taken. Typically, the length of the suspension may be 1-5 days depending on the extent of the investigation and/or the seriousness of the performance problem. Suspensions exceeding five days must be reviewed with HR. The suspension may be with or without pay as determined based on the circumstances.

**NOTE:** Managers should collect the employee's identification badge, keys and any other UH property and instruct the employee to remain off the premises until directed to return to work.

**NOTE:** A final warning may be used in lieu of suspension when it is more appropriate to address the problem. For example, this may be used for attendance or performance problems where an enforced absence would not contribute to correcting the deficiency.

6.4. Discharge procedures may occur under the following circumstances after consultation with HR:

6.4.1. As the final step in the progressive corrective action process (see Attachment B).

6.4.2. Repeat violations of lesser offenses.

6.4.3. Conduct is serious enough to warrant immediate discharge (see Attachment B).

7. Copies of all corrective actions are to be distributed to the employee, the department manager and Human Resources, for inclusion in the employee's personnel file.

8. When determining the appropriate corrective action, the manager will consider:

8.1. Previous corrective actions including attendance, tardiness and/or job performance.

8.2. The time since the last violation.

8.3. The seriousness of the violation.

9. All corrective actions become a permanent part of the employee's work history and remain in his/her personnel file. If an employee goes without corrective action for 12 consecutive months, any previous corrective action will not be used as a basis for progressive steps in the corrective action process.

10. Employees who receive a combination of any three corrective actions within 12 months, or who receive a suspension/final warning, should consider themselves to be on notice that further violations resulting in corrective action could subject them to discharge.

**ATTACHMENTS:**

**Attachment A, Reasons for Progressive Corrective Action.**

**Attachment B, Reasons for Suspension, Final Warning or Discharge.**

**SEE ALSO:**

**University Hospitals System-wide Policies and Procedures**

**HR-63 Professional Behavior**

(b) (6), (b) (7)(C)	<table border="1"><tr><td data-bbox="1047 810 1250 871"></td></tr><tr><td data-bbox="1047 871 1250 976"><u>1/2/09</u> Date</td></tr><tr><td data-bbox="1047 976 1250 1079"><u>1/6/09</u> Date</td></tr></table>		<u>1/2/09</u> Date	<u>1/6/09</u> Date
<u>1/2/09</u> Date				
<u>1/6/09</u> Date				

# ATTACHMENT A

## Reasons for Progressive Corrective Action

This section presents some examples of unacceptable conduct. The following acts are not normally grounds for suspension/final warning or discharge. However, repeated corrective actions about the same behavior or several corrective actions about different behaviors could lead to suspension/final warning and/or discharge. These examples of behaviors are not intended to be all-inclusive and are meant to serve only as a guide.

1. Any conduct detrimental to patient care, fellow employees or entity operations.
2. Subject to the terms of policy HR 77 Solicitation and Distribution, soliciting or requesting statements or pledges from visitors, patients or employees; or distribution of written information or literature that is not related to authorized company activities.
3. Failure to conform to UH rules and public laws and regulations pertaining to health and safety.
4. Unsatisfactory job performance or failure to maintain required standards of performance.
5. Chronic absenteeism.
6. Chronic tardiness and/or early leaves.
7. Contributing to or creating unsafe or unsanitary conditions.
8. Entering prohibited areas of the entity unless permission has been granted.
9. Behavior or language disruptive or offensive to other employees, patients or visitors.
10. Inappropriate use of email, the Internet, or the Intranet (see UH system-wide policy, #IS-1, Internet Use).
11. Practical joking or horseplay.
12. Violation of parking rules and regulations.
13. Excessive use of entity telephones to make or receive personal calls.
14. Soliciting, asking for or accepting tips, loans or gifts from patients, families or vendors.
15. Failure to adhere to departmental or divisional standards of personal hygiene, grooming or uniforms.
16. Removing or eating food from patient trays, or taking food or refreshment that is designated as hospital property.
17. Unauthorized absences from the work area during scheduled shift.
18. Loitering, unauthorized or unwarranted visiting.
19. Careless waste of materials or abuse of tools or equipment.

20. Interfering with the work of other employees.
21. Smoking on UH premises (see UH system-wide policy, #GM-19, Smoking).
22. Discourteous treatment of patients, visitors, other employees and/or staff.
23. Absence from a scheduled workday without notice (less than three consecutive days).
24. Working unauthorized overtime (see UH system-wide policy, #HR-15, Overtime).
25. Failure to swipe in or out using the time and attendance system as defined in UH system-wide policy, #HR-10, Hours of Work, and in specific departmental policy.
26. Any other offense deemed by management to be in violation of any other UH, entity or departmental policy, practices, rules or procedures.

## **ATTACHMENT B**

### **Reasons for Suspension or Final Warning**

The following offenses will be considered to be of such a serious nature that they could subject the employee to suspension or final warning. These examples of offenses are not intended to be all-inclusive and are meant to serve only as a guide.

1. Possessing, consuming or being under the influence of alcohol or a controlled or illegal substance.
2. "Suspension pending completion of an investigation" can be used in situations where the department requires sufficient time to fully review the allegations of serious misconduct in order to determine the appropriate action to be taken.
3. Use of language which is profane, personally demeaning, threatening or excessively loud.
4. Failure to render service to any patient, if such service is within the normal and usual scope of the employee's duties.
5. Any other offense deemed by management to seriously endanger patient safety or to be in violation of entity or departmental policy, practices, rules or procedures.

### **Reasons for Discharge from Employment**

The following behaviors on the part of an employee will be considered to be of such a serious nature that they could subject the employee to discharge. These examples of offenses are not intended to be all-inclusive are meant to serve only as a guide.

1. Inappropriate physical contact or fighting or attempting to injure patients, visitors, medical staff or other employees.
2. Conduct which constitutes neglect of a patient's rights.
3. Conviction history.
4. Failure to disclose conviction(s) to your supervisor or Human Resources.
5. Possession or use of any weapon or potentially lethal instrument on the premises of or while on duty for UH or in any UH vehicles where the weapon or instrument is not related to the conduct of the job.
6. Unauthorized possession, use, copying or revealing of confidential information about entity business and activities.
7. An absence of three consecutive scheduled days' duration without notice except for qualifying FLMA time off.
8. Tampering or falsification of any entity or patient record including but not limited to:

- 8.1. Theft and use of another individual's computer sign on/password.
- 8.2. Unauthorized disclosure of patient data.
- 8.3. Mishandling of patient reports.
- 8.4. Falsification of the patient record.
- 8.5. Taking patient data for personal use.
9. Refusal to perform assigned work or comply with the directives of managers.
10. Any type of harassment, language or conduct which creates a hostile work environment.
11. Sale or distribution of alcohol or substances.
12. Unauthorized distribution of drug samples and prescription pads.
13. Falsification of time recording.
14. Swiping or recording another employee's time, or asking another employee to swipe.
15. Failure to keep licensure or recertification current in positions where a license or certificate is a legal requirement.
16. Falsification or withholding of information on the employee application.
17. Any conduct which is seriously detrimental to patient care, other individuals or entity or operations.
18. Stealing, destroying, damaging, unauthorized possession, attempted removal or concealing entity property, patient records or property of patients, visitors, medical staff or other employee(s).
19. Behavior which is threatening, intimidating, coercing or interfering with patients, visitors, medical staff or other employees.
20. Gambling or conducting games of chance on entity property.
21. Selling or buying illegal drugs on entity premises or while on duty.
22. Sleeping on duty.
23. Use or possession of pirated software on any entity computer system(s).
24. Failure to comply with a mandatory supervisory referral.
25. Inappropriate use of e-mail, the Internet, or the Intranet (see UH system-wide policy #IS-1, Internet Use).
26. Unauthorized use of departmental computers and/or systems, including but not limited to:
  - 26.1. Allowing the use of one's electronic medical record sign-on code by another.
  - 26.2. Using the electronic medical record sign-on code of another.
  - 26.3. Viewing inappropriate patient records.



27. Any other serious offense deemed to be in violation of UH, entity or departmental policy, practices, rules or procedures.

## **HR-77- Solicitation, Distribution and Posting**

### **Key Points**

University Hospitals (UH) has established parameters for solicitation, distribution, and posting for the purpose of maintaining orderly operations.

### **Policy & Procedure**

1. This policy applies to all wholly-owned or leased UH entities.
  - 1.1. Solicitation and/or distribution by non-employees:
    - 1.1.1. Solicitation by non-employees of UH is prohibited in or on any property owned or leased by any UH wholly-owned entity.
    - 1.1.2. Distribution of literature by non-employees of UH is prohibited in or on any property owned or leased by any UH wholly-owned entity.
    - 1.1.3. Trespassing by non-employees of UH is prohibited in or on any property owned or leased by any UH wholly-owned entity.
  - 1.2. Solicitation and/or distribution by employees:
    - 1.2.1. Employees are prohibited from soliciting and/or distributing literature during their work time<sup>1</sup> or during the work time of other employees to whom the solicitation and/or distribution is directed.
    - 1.2.2. Employees are prohibited from soliciting and/or distributing literature at all times in immediate patient care areas, including patient rooms, treatment rooms, and corridors immediately adjacent to patient care rooms and treatment rooms.
    - 1.2.3. Distribution of literature (which includes sales material) is prohibited at all times in all work areas.

**1.2.4 Employees are permitted to use UH resources only for UH business purposes. UH assets such as, but not limited to: UH phone, office/desk space, equipment, supplies and employee time are not to be used for personal financial gain of any of any individual or entity.**

**1.2.5 The internet and intranet systems are designed for business communications, with the exception of e-mail. With respect to e-mail, employees who have been granted access to the UH e-mail system in the course of their work, may use the UH e-mail system during non-work time, for non-business use.**

**1.3 Postings by employees and non-employees**

**1.3.1. Posting on bulletin boards or any other locations by employees and/or non-employees is prohibited. See Policy GM-64 for information on the development and posting of UH business related marketing and communications materials.**

**This policy does not apply to United Way campaigning and certain other fundraisers that are an integral part of the hospital's necessary functions and/or that assist the hospital in carrying out its community health care functions.**

*1 Employee work time excludes meal periods and break times and other times when employees are not expected to be working.*

Approvals	
(b) (6), (b) (7)(C)	<hr/> 1/9/20 Date
	<hr/> 1-7-20 Date

(b) (6), (b) (7)(C)

## Temporary Telecommute Work from Home Policy Related to Coronavirus-19

### Objective

University Hospitals Health Systems, Inc. ("UH"), considers telecommuting to be a viable alternative work arrangement in emergency situations when the job function can be performed remotely and when an individual, and supervisor agree that the individual's characteristics are best suited for such an arrangement.

Telecommuting allows qualified employees during this emergency to work at home for all of their regular workweek. Telecommuting is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement, nor is it a company-wide benefit, and it in no way changes the terms and conditions of employment with University Hospitals Health Systems, Inc.

(b) (6), (b) (7)(C) has prepared a temporary policy to enable employees whose functions allow them to work from home with appropriate computer and wireless support in the employee's home. Employees who qualify are expected to work their work shift and complete required assignments no different than if they were at a UH location.

Employee phones and emails will be active enabling anytime communication with leadership. Leadership reserves the right to change or terminate work from home arrangements based on issues, interruption of work and business need.

## **Procedure**

1. Leadership would suggest telecommuting as a possible work arrangement for an individual as determined by leadership and the employee.
2. Telecommuting arrangements and offerings are made on a case-by-case basis, focusing first on the business needs of the organization.
3. Any telecommuting arrangement made will be on a temporary basis during this emergency, and may be discontinued, at will, at any time at the request of either the telecommuter or department leader including, direct Supervisor, Manager, Director or above.

## **Equipment**

1. UH will determine the appropriate equipment needs (including hardware and software) for each telecommuting arrangement. Equipment supplied by the organization will be maintained by the organization.
2. In this temporary situation employees may use personal computer equipment for work duties while telecommuting and attest that patient protected health information is not saved or stored on the device. UH accepts no responsibility for damage or repairs to employee-owned equipment. UH reserves the right to make determinations as to appropriate equipment, subject to change at any time.
3. Employee must attest to having appropriate wireless function to connect and perform work duties for the established work shifts.
4. Equipment supplied by UH is to be used for business purposes only. Usage of UH equipment and systems may be monitored at any time. The telecommuter is required to sign an inventory of all office property and agrees to take appropriate action to protect the items from damage or theft.
5. Upon termination of employment all company property will be returned to the employee's leadership on the employee's last day of employment. Exiting employees will be required to work their final day on site unless other arrangements have been made.

## **PHI and Information Security**

1. Consistent with UH expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company information and patient's protected health information ("PHI) accessible from their home office. Steps include secure room for work where no other activity will take place during work time, regular password maintenance, and any other steps appropriate for the job and the environment.
2. Telecommuters will not attach any printers, data storage or any other peripheral devices to UH telecommuting equipment.
3. No printing, writing or other recording of patient information will be allowed outside of UH computer systems. This is to ensure that patients' personal health information is not compromised in any way.
4. The employee will establish an appropriate work environment within his or her home for work purposes. Employees will be provided appropriate instructions in setting up a work station designed for a confidential, safe, and comfortable work environment.
5. This work area must be free from traffic by other members of the household, and must ensure a quiet space in which to conduct work, especially when patients are being contacted by phone.
6. Employees must have broadband internet availability, which demonstrably meets minimum standards set by UH.
7. If there are others (spouse, child, other family, non-family) living in the home with the employee the work space must have a door to separate the work area from common areas within the residence.

## **Internet Requirements and IT Support**

1. Internet download speeds of 30Mbps or greater and 1Mbps upload or greater is required for work from home. It is mandatory for thin client users that the telecommuter use a wired connection to the cable or Internet device. Internet providers are able to move modem or cable box to the home office if needed; if using a wireless connection with laptop, it must be secured and password protected. Satellite Internet providers and cellular Internet are not permitted. Shared Internet connections from apartment or condo associations must meet the same Internet download and upload speeds listed above for the Telecommuters individual connection. Streaming media (Netflix, etc.) is not recommended on the same Internet connection while the Telecommuter is working.

(b) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 – V7

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- No reimbursement is being offered at this time for home WI-FI cost
2. UH IT does not support or maintain your home Internet, nor are they responsible for troubleshooting home Internet issues. UH IT will set guidelines and provide accurate, general documentation for at-home IT configuration that will work in most homes. Any IT related issues that prohibit work from home may force the Telecommuter to bring their Thin client/UH Laptop to UH for repair as well as to finish their shift at UH. Any and all repair of UH technical equipment will be done at a UH facility.
  3. Employee must take a picture of the room, door and computer that will be used to telecommute and perform duties. The picture must be attached to this policy/ agreement attesting to meeting requirements as documented.
  4. If telecommuter loses internet, power, or any key UH systems or other systems necessary for telecommuting, the employee is required to notify their Supervisor and Manager. If the outage lasts for more than 30 minutes, the telecommuter must contact their leader and may be asked to come in to the workplace for the remainder of their shift and/or utilize PTO
    - Employees must communicate with their leaders any interruptions to determine next steps including PTO and/or return to UH location
    - Telecommuter may be required to fill out an exception log for missed time punches.

### **Process Following Deployment**

1. Depending on department, after equipment has been provided to the employee, a manager or Supervisor may visit the employee's home worksite for inspection of the site to ensure that it is suitable. Repeat inspections will occur on an as-needed basis.
2. The work schedule the employee will customarily maintain, and the manner and frequency of communication needs to be given to the supervisor and approved by that supervisor. The telecommuter will be required to perform work activities during the posted work schedule. Departmental and organizational policies and procedures relative to tardiness, attendance, performance, etc., still apply. The employee agrees to be accessible by phone , and/or Cisco Jabber and email at all times during the agreed-on work hours, excluding scheduled times for break and lunch.

3. Telecommuting employees are not exempt from the overtime requirements of the Fair Labor Standards Act and will be required to record all hours worked in a manner designated by the organization. Telecommuting employees will be held to a higher standard of compliance than office-based employees due to the nature of the work arrangement.
4. Hours worked in excess of those specified per day and per workweek, in accordance with state and federal requirements, will require the advance approval of the supervisor. Employees must also follow the established departmental guidelines for clocking in on time and being ready to work at the start of the shift. Failure to comply with these requirements can result in the immediate cessation of the telecommuting agreement and possible disciplinary action.

### **Eligibility**

1. Before entering into any telecommuting agreement, the employee, manager & Director will evaluate the suitability of such an arrangement paying particular attention to the following areas:
  - a. Employee suitability. The employee and manager will review the needs, such as but not limited to appropriate work space, internet connection, equipment and work history, including any disciplinary actions of the employee
    1. For purposes of this policy and in response to the Government issued guidance to provide work from home options for persons in the state of Ohio working in designated businesses, employees in the following corrective actions statuses WILL be permitted to work from home temporarily:
      1. Confirmation of Counseling
      2. Written Warning
      3. Final Warning
    2. Employees currently in any of the above levels of Corrective Action will be permitted to work from home for the duration the governmental guidance is in place. Upon removal of the "Stay at Home" order, employees in any level of corrective action will be required to return to work in their respective facilities.
      1. Example: staff will be required to return to work 3 business days from date the band is officially lifted in Ohio.

- b. Job responsibilities. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
  - c. Equipment needs, workspace design considerations and scheduling issues.
  - d. Tax and other legal implications for the business use of the employee's home based on Internal Revenue Service (IRS) and state and local government restrictions. Responsibility for fulfilling all obligations in this area rests solely with the employee.
2. If the employee and manager agree a telecommuting agreement (this agreement) will be prepared and signed by all parties, and a temporary work from home period will begin.
3. In all situations, Work from Home may be revoked or the employee may be asked to return to work based on performance, employee cooperation or UH business need and/or requirements for critical coverage that cannot be performed remotely.
  - a. In situations involving termination of work from home due to performance and/or employee cooperation, leadership reserves the right to change status to on site work or unplanned PTO; if PTO is not available, employee may go without pay for periods of time not worked by the employee.

### **Evaluation and Expectations**

1. Evaluation of telecommuter performance during this period may include daily interaction by phone, Jabber, WebEx and e-mail between the employee and the supervisor, and weekly phone or face-to-face meetings to discuss work progress and problems.
2. At the conclusion of these communications the employee and supervisor will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. Evaluation of telecommuter performance will be consistent with that received by employees working at the office in both content and frequency and will focus on work output, completion of objectives, and time-based performance. Telecommuters that fail to meet performance standards are subject to corrective action and also losing their telecommuting privileges and being required to resume working in the office &/or use PTO.
3. A higher level of communication between the telecommuter and supervisor will occur during the temporary work from home period.

4. Any issues arising through this temporary process will require timely communication and coordination with leadership.
5. Telecommuting is *not* designed to be a replacement for appropriate child or parent care, or care for other people or pets in the home. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering into this emergency trial period.

### **Employee Attestation and Signature**

My signature below attests that I have read the above and fully understand and take responsibility for adhering to this policy in addition to existing departmental policies, code of conduct, confidentiality and privacy required to perform my job.

I commit to completing my work with the highest quality and cooperating with my leadership regarding questions and requests made of me to perform my job.

I understand this privilege can be modified or terminated anytime based upon my performance, cooperation and UH need.

**Signature of Employee**

**Date**

-----

-----

**Print Employee Name**

-----

-----

**Signature of Manager or Director**

**Date**

-----

-----

**Print Manager or Director Name**

-----

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List all UH Equipment employee is checking out for temporary Work From Home arrangement:

Qty	Description	P/N (Part Number)	S/N (Serial Number)	Check out Date
1	HP Thin Client T620 (UHxxxxxx/CCMN01AZTCxx)			3/12/2020
1	HP Keyboard			
1	HP Mouse			
1	HP EliteDisplay E233			
1	HP EliteDisplay E233			
1	APC Surge Arrest			
1	15' CAT6 Ethernet Cable - Belkin A3L980-15-BLK-S			

Current Status and working arrangement	Temporary Status and working arrangement

(b) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

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(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 8:07 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Resubmitted Work From Home Document  
**Attachments:** USPS TRACK AND CONFIRM SHEET LETTER DELIVERED 03092020.pdf; Alternative Work Arrangement - Telecommuter.pdf; IMG\_20200330\_114313.jpg; USPS RETURN RECEIPT (GREEN CARD) LETTER DELIVERED 03092020.pdf

**Importance:** High

Dear (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

Again, find the attached the prior submitted Alternative Work Arrangement – Telecommuter document (b) (6), (b) (7)(C), USPS records (show documents were delivered on March 09, 2020), and resent picture of the secure room with a lock, which I will be working in.

The room is only accessible by me.

I would like to work remotely from home as my fellow co-workers are presently doing. I would like to continue to assist (b) (6), (b) (7)(C) as well as the (b) (6), (b) (7)(C).

At this time I have still not received any response or approval from you for me to work remotely from home.

(b) (6), (b) (7)(C)

[Help](#)

## Product Tracking & Reporting

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Commitments](#)[PTR / EDW](#)[USPS Corporate  
Accounts](#)

March 30, 2020

### USPS Tracking Intranet Tracking Number Result


**Price Change 1/26/2020:**

USPS Premium Tracking: USPS will offer a fee-based service to extend the availability of tracking data on domestic competitive products for an additional 6 months up to 10 years. In addition, customers can also request a Premium Tracking Statement via email.

The Manual Entry Acceptance screen will be modified to use the Pricing Engine for all rates calculations. Users will no longer enter fees for Collect on Delivery (COD) and Additional Insurance; instead, users will enter the dollar amount to be collected for COD or the insured value for Insurance.

**Result for Domestic Tracking Number 7019 2280 0002 1689 3354**

 Tracking Expires On  
March 4, 2022

**Destination and Origin**
**Destination**

ZIP Code	City	State
----------	------	-------

(b) (6), (b) (7)(C)

**Origin**

ZIP Code	City	State
----------	------	-------

(b) (6), (b) (7)(C)

**Tracking Number Classification**
**Class/Service**

<b>Class/Service:</b>	First-Class Certified Mail
<b>Class of Mail Code/Description:</b>	FC / First Class

**Destination Address Information**

<b>Address:</b>	(b) (6), (b) (7)(C)
<b>City:</b>	
<b>State:</b>	
<b>5-Digit ZIP Code:</b>	
<b>4-Digit ZIP Code add on:</b>	7251
<b>Delivery Point Code:</b>	99
<b>Record Type Code:</b>	Building/Apartment
<b>Delivery Type:</b>	Business, Other

**Origin / Return / Pickup Address Information**

<b>Address:</b>	
<b>City:</b>	
<b>State:</b>	
<b>5-Digit ZIP Code:</b>	(b) (6), (b) (7)(C)
<b>4-Digit ZIP Code add on:</b>	

**Service Delivery Information**

<b>Service Performance Date:</b>	Expected Delivery by: Thursday, 03/05/2020
<b>Delivery Option Indicator:</b>	1 - Normal Delivery
<b>Zone:</b>	00
<b>PO Box:</b>	N
<b>Other Information</b>	<a href="#">Service Calculation Information</a>

**Payment**

<b>Payment Type:</b>	Other Postage
<b>Payment Account Number:</b>	000000000000
<b>Postage:</b>	\$0.55
<b>Weight:</b>	0 lb(s) 1 oz(s)
<b>Rate Indicator:</b>	Single Piece - Letters

**Other Information**

Related Product: 9590 9402 5393 9189 5243 07

[Agent Information](#)[Request Internal Premium Tracking Statement](#)**Extra Services****Extra Services Details**

Description	Amount
Certified Mail	\$3.55

**Events**

Event	Event Code	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
DELIVERED, LEFT WITH INDIVIDUAL	01	03/09/2020	15:51	(b) (6), (b) (7)(C)	Scanned	MDD 14226D83BD (interface type - wireless)	Scanned by route 4122C028	03/09/2020 14:56:03	<a href="#">View Delivery Signature and Address</a> <a href="#">GEO Location Data Available</a> Facility Finance Number: 381649 <a href="#">Request Delivery Record</a>
DELIVERED, LEFT WITH INDIVIDUAL	01	03/09/2020	15:49	(b) (6), (b) (7)(C)	Scanned	MDD 14226D83BD (interface type - wireless)	Scanned by route 4122C028	03/09/2020 14:53:04	<a href="#">View Delivery Signature and Address</a> <a href="#">GEO Location Data Available</a> Facility Finance Number: 381649 <a href="#">Request Delivery Record</a>
NO ACCESS	30	03/07/2020	14:22	(b) (6), (b) (7)(C)	Scanned	MDD 14226D83BD (interface type - wireless)	Scanned by route 4122C028	03/07/2020 13:27:06	<a href="#">GEO Location Data Available</a>
IN TRANSIT TO NEXT FACILITY	NT	03/07/2020	12:38	(b) (6), (b) (7)(C)	System Generated			03/07/2020 11:47:06	
IN TRANSIT TO NEXT FACILITY	NT	03/06/2020	12:38	(b) (6), (b) (7)(C)	System Generated			03/06/2020 11:52:04	
IN TRANSIT TO NEXT FACILITY	NT	03/05/2020	12:38	(b) (6), (b) (7)(C)	System Generated			03/05/2020 11:52:04	
ENROUTE PROCESSED	10	03/04/2020	22:38	(b) (6), (b) (7)(C)	Scanned	DBCS-025-	Destined to route 44122725199	03/04/2020 21:41:04	
ENROUTE PROCESSED	10	03/04/2020	10:51	(b) (6), (b) (7)(C)	Scanned	DBCS-037-	Destined to route 44122725199	03/04/2020 10:00:18	
ENROUTE PROCESSED	10	03/03/2020	22:21	(b) (6), (b) (7)(C)	Scanned	CIOSS-005-	Destined to route 44122725199	03/03/2020 23:40:47	
DEPART POST OFFICE	SF	03/03/2020	16:40	(b) (6), (b) (7)(C)	System Generated			03/03/2020 15:54:04	Closeout Label ID: CT13 7851 3000 2003 0315 4241 000
ACCEPT OR PICKUP	03	03/03/2020	13:01	(b) (6), (b) (7)(C)	Scanned	POS	Destined to route C028	03/03/2020 12:37:04	Facility Finance Number: 381698

Enter up to 35 items separated by commas.

Select Search Type:

## POLICY & PROCEDURE

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### O 1.3 - Alternative Work Arrangements

**Purpose:** An Alternative Work Arrangement (AWA) offers employees flexibility in start-time, ability to telecommute, and/or work a compressed work week. The function/type of work an employee performs in his/her job, quality and the business needs of the department will determine the type of AWA best suited for the job.

**Procedure:** Alternative Work Arrangements are voluntary and require management approval and, in no way changes the terms and conditions of employment, and for the purposes of this program are limited to (b) (6), (b) (7) staff located at the (b) (6), (b) (7)(C). The following guidelines apply and are subject to change.

For qualified employees:

- **Eligibility:** A three-month trial should be instituted for all full-time employees (non-exempt only) that have passed 90 new hire period.
- **Application:** Outside of the trial period, any approval or denial of an AWA by management must be made in writing, and must include a rationale/justification.
- **Technological Support:** Any employee choosing to participate in the telecommute option is responsible for any costs associated with working from home – including internet access, desk & work area. UH will provide a computer & general office supplies. All equipment or supplies provided by UH will be labeled as the "Property of University Hospitals" prior to deployment.
- **Schedule requirements:** Management reserves the right to change or deny arrangements based on business needs and/or employee performance. As well, prioritization of arrangements within departments is to be made at manager discretion, using some standard and consistent rule such as first come-first served, seniority, etc.
- **Communication** between departments regarding AWA should be updated as schedules change. Employees must be responsible for changing voicemail/email/calendar when they participate in an alternative work arrangement.
- **Accessibility:** Employees working from home are expected to be reachable and available by phone, pager, or email between pre-determined working hours.
- **Timing:** Alternative work schedules should be in place for one year to allow for consistency. The three-month initial trial is an exception. Alternate work schedule termination requests made by the employee, require a minimum of 30 days' notice and manager approval.
- **Hourly-staff:** As overtime is considered on a weekly basis, hourly staff cannot participate in a flex schedule that would require working more than 40 hours in a seven day time period.
- **Corrective Action:** Employees who have received corrective action in the most recent 6 months are not eligible for any Alternative Work Arrangements.

## POLICY & PROCEDURE

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### Available Alternative Work Arrangements:

#### 1. Flexible schedule:

This option is available for all employees (non-exempt only) with no corrective action in the past 6 months and meeting all productivity and accuracy requirements. The department supervisor/manager will approve all alternative work arrangements. The Flexible Schedule Option will allow the employee to work varying hours within the 5 day work week. The employee is responsible to communicate to their supervisor if there are any alterations to the typical daily schedule.

The following guidelines apply:

- Punch in must be from 7:00am (no earlier) to 9:00 am (no later than)
- Punch out must be from 3:30pm to 5:30 pm
- Employee must work 8 consecutive hours each day.
- If the employee will be absent he/she must call off before 7:00 AM and communicate the reason for the absence to the immediate supervisor or manager (or director as appropriate.)

#### 2. Home Office/Telecommute Option:

This option allows an employee (non-exempt only) to set up an office from home. This option is only available to staff members who have a "meets" rating on their last performance review, are in a non-supervisory, non-exempt status, have no corrective action in the last 6 months, and are meeting required accuracy and productivity standards. The following guidelines apply:

- Employee must work scheduled hours as determined by the department head to meet business needs.
- Employee must be available via e-mail or phone during scheduled work hours.
- Employee will be required to attend department meetings at the request of the supervisor.
- Employee must follow the dress code for CSC located employees while he/she is at the CSC.
- Employee must have measurable criteria to participate in telecommute option.
- If at any time the need of the department changes and the employee is required to return to work in the office, the employee must return to the original working arrangement immediately upon the supervisor's request.
- The employee must maintain or exceed current productivity and accuracy for 6 months.

#### 3. Compressed Work Week

This option is available for all full-time non-exempt employees with no corrective action in the past 6 months and meeting all productivity and accuracy requirements. Eligible employees will have received a "meets" at the time of their last performance review. The department supervisor/manager will approve all alternative work arrangements.

- Employee will work four, 10-hour shifts per week.
- Assigned day off will rotate and be assigned at the discretion of the department supervisor or manager.

#### 1.3 Alternative Work Arrangements

Owner: (b) (6), (b) (7) E&T

Date Implemented: 09/11/2006

Date Revised: 11/5/2008; 6/1/2010, 12/31/14; 9/10/15, 8/16/16

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(b) (6), (b) (7)(C)

## POLICY & PROCEDURE



- > Employees function as a team to ensure no interruption in service for our customers.
- > Employee must provide "out of office" notification on phone & computer on his/her day off.
- > On holiday weeks, the employees scheduled day off will normally be the holiday. Employee will be paid for 8 holiday hours.
- > On holiday weeks, employees will not be required to work 10 hour shifts and will revert to 8 hour shift schedule.
- > Any overtime must be approved by the employee's supervisor or manager.
  
- > Hours of shift will be:
  - 7:00 AM to 5:30 PM
  - 7:30 AM to 6:00 PM
  - 8:00 AM to 6:30 PM
- \*Clocking in after 8 AM will be considered tardy

Anyone interested in an Alternative Work Arrangement must inform his/her supervisor and complete the "Alternative Work Arrangement Application and Agreement". The department supervisor will review all applications and grant approval if the arrangement best serves the needs of the department and University Hospitals. All applications are subject to approval of management and may be terminated by the employee or the department supervisor for any reason within the 3 month trial period.

Dear (b) (6), (b) (7)(C)

*I need an adjustment or change at work for a reason related to a (b) (6), (b) (7)(C) condition and/or to avoid[ing] temporary or permanent adverse conditions in the work environment. I am asking for continued employment. I am willing to further discuss my need for reasonable accommodation. Furthermore, I am interested in an Alternative Work Arrangement. Please find attached the completed "Alternative Work Arrangement Application and Agreement" along with my cover letter.*

*Respectfully,*

/s/ (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

*Date: March 02, 2020*

7019 2280 0002 1689 3354  
9590 9402 5393 9189 5243 07



(b) (6), (b) (7)(C)

## POLICY & PROCEDURE



### Alternative Work Arrangements Application

This application is to be completed by anyone interested in participating in the Alternative Work Arrangement program for employees located at the (b) (6), (b) (7)(C) location. It includes information that must be completed by both the employee and the supervisor after reading participation guidelines and policies. Manager and employee will then discuss the application as well as the AWA terms and conditions, after which the application will be endorsed, modified, or denied. The manager should document the supporting rationale for this decision (see pg. 4).

#### To Be Completed By the Employee

Date: March 02, 2020

Name: (b) (6), (b) (7)(C)

Job Title: (b) (6), (b) (7)(C)

Division: Revenue Cycle Follow-up

Building/Room Number UH Customer Services Center / (b) (6), (b) (7)(C)

Work Phone: (b) (6), (b) (7)(C)

Work E-mail: (b) (6), (b) (7)(C)

Work Fax: 216-201-5106

Home Fax (if applicable): Not Applicable

Home Address: Address Is On File

Home/Mobile Phone: Home Phone Is On File

Considering the nature of your job, what kind of Alternative Work Arrangement are you seeking?

- ☐ Compressed workweek  
☒ Telecommute  
☐ Flex Time

If you are telecommuting, what job tasks will you perform in that arrangement? If I have access to information that is provided to other fellow coworkers, regardless of whether they need it to perform their jobs. The job tasks I will perform is the work I am currently performing. I am working in Soarian, Hyland Software OnBase, Quadax and UH Care at the office on the desktop PC, which includes but not limited to accessing itemized billing, medical records and information, claims (UB04 / HCFA 1500), emailing, faxing, indexing, working the payer audits in Triage, Workque and scanning/sending documents into OnBase.

#### 1.3 Alternative Work Arrangements

Owner: (b) (6), (b) (7)(C) :ILT

Date Implemented: 09/11/2006

Date Revised: 11/5/2008; 5/1/2010; 12/31/14; 9/10/15; 8/16/16

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(b) (6), (b) (7)(C)

## POLICY & PROCEDURE



University Hospitals

Will you continue to provide optimal customer service under an AWA (please identify your customers in answering this question)? Yes. Although, I do not interact with patients I will continue to provide optimal customer service to our auditors, vendors, clients and payers. I will continue to assist fellow employees and management. I will continue to further annotate accounts in Soarian with clear and concise verbiage. I will also continue to review and respond to correspondence and inquiries received.

If you are seeking a telecommute arrangement, how often do you plan to telecommute?

☒ 5 days/week

What days do you propose to work away from the organization?

☒ Monday

☒ Tuesday

☒ Wednesday

☐ Thursday

☐ Friday

7 AM TO 3:30 PM

TO

What will be your office hours on telecommute days? From 9 AM to 5:30 PM (Include meal break and/or any break duty hours, if applicable)

Not Applicable

If you are seeking a flexible start time, what will be your office hours? From to (Include meal break and/or any break duty hours, if applicable) Already on Flexible Time

How far in advance would you need to be notified to come in to the office on a telecommute day?  
I am open to discussion. Management and I can discuss how far an advance notice one would reasonably need to come into the office on a telecommute day.

What methods of communication will you use when you are telecommuting (check at least two)?

☒ Phone

☒ E-mail

☐ Voice mail

☐ Fax

☐ Pager/Blackberry

☐ Other

Will you be taking documents out of the office in order to telecommute? ☐ yes ☒ no

If "yes", what types of documents (give examples)?

Not Applicable

What steps will you take to safeguard these documents? Not Applicable

Do these documents contain sensitive information (please specify)?

Not Applicable

### 1.3 Alternative Work Arrangements

Owner (b) (6), (b) (7)(C) SLT

Date Implemented: 09/1/2006

Date Revised: 11/5/2008; 5/1/2010, 12/31/14; 9/10/15, 8/16/16

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(b) (6), (b) (7)(C)

## POLICY & PROCEDURE



Will you require remote access to sensitive information? ☒ Yes ☐ no

If "yes", how will you safeguard this information? I will request a UH laptop or desktop PC to use at home (remote site). I will safeguard this sensitive information by using a secure internet connection with an UH provided username and changing passwords to log into the desktop PC or laptop. I will not share my username or password. I will strictly use UH provided equipment, software, data, and supplies at my home (remote worksite) for conducting UH business. The confidential information accessed outside of UH facility on the laptop or desktop PC will not be copied, printed nor stored on any external hard drive or external storage device. It will be maintained in the laptop or desktop PC in a secure locked room with no traffic. A room with a lock accessible only by me to ensure the confidentiality of the information.

My signature below indicates that I agree:

- To perform services for RCM department located at the CSC under an Alternative Work Arrangement and understand that AWA is a work alternative that must be requested and approved by management prior to beginning. The AWA may be modified or terminated by management at any time when, in his/her judgment, it adversely affects service to customers or the operation of the department.
- That my duties, obligations, responsibilities, and conditions of employment with UH remain unchanged, and that my salary and benefits remain unchanged and are not affected by an AWA.
- I agree to take responsibility for performing and meeting the expectations of my job and continue to meet the minimum required work and productivity standards set by my department.
- That my work schedule, overtime compensation (if any), and all other terms and conditions of employment will conform to the current personnel policy as applicable, and meet the terms agreed upon with my manager.
- To develop an effective communications strategy with my supervisor and work group including required meetings held at UH and will follow that approved strategy throughout my AWA.
- That if applicable, I will establish dependent care arrangements during agreed upon work hours.
- to designate a remote workspace, subject to manager approval, that is free from safety hazards
- To protect the remote worksite from hazards and danger that could affect the equipment and me.
- And understand that participation in this pilot is not an entitlement and that it may be terminated by me or my manager at any time.
- To restrict use of any UH provided equipment, software, data, and supplies, which are located at my remote worksite to the sole use of conducting UH business.
- Employees electing to telecommute must ensure that all confidential information accessed outside of a UH facility be maintained in such a manner as to ensure the confidentiality of the material. This may include, but is not limited to information accessed on home computers and UH files or materials taken home for purposes of work.
- In the event of equipment malfunctions, I agree to notify my supervisor immediately. I understand that if a malfunction precludes me from working from my remote location, then I may be assigned other work or be asked to report to the primary office worksite.

### 1.3 Alternative Work Arrangements

Owner: (b) (6), (b) (7)(C) SLT

Date Implemented: 09/1/2006

Date Revised: 11/5/2008; 5/1/2010; 12/31/14; 9/10/15; 8/15/16

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(b) (6), (b) (7)(C)



## POLICY & PROCEDURE

- I understand that my remote worksite is considered an extension of UH primary worksite, and if I am injured in the course of actually performing official duties at the AWA office during the agreed upon work hours, I am governed by the UH Workers' Compensation policy. I understand that attending to personal comfort needs is not considered official duties. If I have a job related accident during my telecommuting hours I will report it to my supervisor immediately.
- Provided I am given 24 hours notice, I agree that UH may make on-site visits to my remote worksite during normally scheduled work hours, to investigate the condition and area related to any workers' compensation claim that occurred at the telecommute site.
- To be liable for injuries to third parties and/or household members that occur at my remote worksite, and to indemnify and hold UH harmless regarding any such injuries.
- To be responsible for the maintenance and repair of all my personal property, and I understand I should have appropriate insurance coverage.
- that all products, documents, reports, and data created as a result of my work related activities are owned by UH, and will be properly secured and returned to UH as requested.
- And acknowledge that I have been supplied with and have read the UH UHHS CBO Alternative Work Arrangement Guidelines and will adhere to all other applicable policies and laws.
- And understand that the information supplied by me and contained in this Alternative Work Arrangement and additional information, inquiries, or surveys may be used for data collection and evaluation of the UH CBO Alternative Work Arrangement program.

(b) (6), (b) (7)(C)

Employee Signature \_\_\_\_\_

Date 3/2/20

### To Be Completed By Approving Official:

The request to engage a flexible schedule is:

\_\_\_\_ Approved, for the period of: \_\_\_\_\_

\_\_\_\_ Denied, because: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Eligible for reconsideration: ☐ yes, when conditions above are addressed ☐ no

Approving Official Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor Signature (if different than above): \_\_\_\_\_

Date \_\_\_\_\_

#### 1.3 Alternative Work Arrangements

Owner: (b) (6), (b) (7)(C) SLT

Date Implemented: 09/11/2006

Date Revised: 11/5/2008; 5/1/2010; 12/31/14; 9/10/15; 8/15/16

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(b) (6), (b) (7)(C)

## POLICY & PROCEDURE



Please sign this application whether you endorse the flexible schedule arrangement or not. You should discuss your decision with the applicant.

\*For the pilot period, flexible schedule agreements are only valid for a maximum of three months (or less, if the manager determines this to be necessary) and must be reviewed and re-signed at that time for a period not to exceed 12 months (or less, if the manager determines this to be necessary).

### APPROVALS

Signature on File

\_\_\_\_\_  
Vice President, REVENUE CYCLE MANAGEMENT

\_\_\_\_\_  
DATE

Signature on File

\_\_\_\_\_  
Vice President, REVENUE CYCLE MANAGEMENT

\_\_\_\_\_  
DATE



44122



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## SECTION

3.   
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th System

## COMPLETE THIS SECTION ON DELIVERY

(b) (6), (b) (7)(C)

☒ Agent☐ Addressee

(b) (6), (b) (7)(C)

C. Date of Delivery

3/9/28

D. Is delivery address different from item 1? ☐ Yes  
If YES, enter delivery address below: ☐ No

(b) (6), (b) (7)(C)

Attn: (b) (6), (b) (7)(C)



9590 9402 5393 9189 5243 07

2. Article Number (Transfer from service label)

7019 2280 0002 1689 3354

## 3. Service Type

- ☐ Adult Signature  
☐ Adult Signature Restricted Delivery  
☒ Certified Mail®  
☐ Certified Mail Restricted Delivery  
☐ Collect on Delivery  
☐ Collect on Delivery Restricted Delivery

- ☐ Priority Mail Express®  
☐ Registered Mail™  
☐ Registered Mail Restricted Delivery  
☐ Return Receipt for Merchandise  
☐ Signature Confirmation™  
☐ Signature Confirmation Restricted Delivery

Restricted Delivery

PS Form 3811, July 2015 PSN 7530-02-000-9053

Domestic Return Receipt



4/2/2020

# POLICY & PROCEDURE



(b) (6), (b) (7)(C)

## Temporary Telecommute Work from Home Policy Related to Coronavirus-19

### Objective

University Hospitals Health Systems, Inc. ("UH"), co (b) (6), (b) (7)(C)s telecommuting to be a viable alternative work arrangement in emergency situations when the job function can be performed remotely and when an individual, and supervisor agree that the individual's characteristics are best suited for such an arrangement.

Telecommuting allows qualified employees during this emergency (b) (6), (b) (7)(C) at home for all of their regular workweek. Telecommuting is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement, nor is it a company-wide benefit, and it in no way changes the terms and conditions of employment with University Hospitals Health Systems, Inc.

(b) (6), (b) (7)(C) has prepared a temporary policy to enable employees whose functions allow them to work from home with appropriate computer and wireless support in the employee's home. Employees who qualify are expected to work their work shift and complete required assignments no different than if they were at a UH location.

Employee phones and emails will be active enabling anytime communication with leadership. Leadership reserves the right to change or terminate work from home arrangements based on issues, interruption of work and business needs.

(b) (6), (b) (7) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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## Procedure

(b) (6), (b) (7)(C)  
4/2/2020

1. Leadership would suggest telecommuting as a possible work arrangement for an individual as determined by leadership and the employee.
2. Telecommuting arrangements and offerings are made ~~on a case-by-case basis, focusing first on the business needs of the organization.~~ (b) (6), (b) (7)(C)
3. Any telecommuting arrangement made will be on a temporary basis ~~during this emergency, and may be discontinued, at will, at any time at the request of either the telecommuter or department leader including, direct Supervisor, Manager, Director or above.~~ (b) (6), (b) (7)(C)

## Equipment

1. UH will determine the appropriate equipment needs (including hardware and software) for each telecommuting arrangement. Equipment supplied by the organization will be maintained by the organization.
2. In this temporary situation employees may use personal computer equipment for work duties while telecommuting and attest that patient protected health information is not saved or stored on the device. UH accepts no responsibility for damage or repairs to employee-owned equipment. UH reserves the right to make determinations as to appropriate equipment, subject to change at any time.
3. Employee must attest to having appropriate wireless function to connect and perform work duties for the established work shifts.
4. Equipment supplied by UH is to be used for business purposes only. Usage of UH equipment and systems may be monitored at any time. The telecommuter is required to sign an inventory of all office property and agrees to take appropriate action to protect the items from damage or theft.
5. Upon termination of employment all company property will be returned to the employee's leadership on the employee's last day of employment. Exiting employees will be required to work their final day on site unless other arrangements have been made.

## PHI and Information Security

(b) (6), (b) (7)(C)

4/24/2020

1. Consistent with UH expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company information and patient's protected health information ("PHI) accessible from their home office. Steps include secure room for work where no other activity will take place during work time, regular password maintenance, and any other steps appropriate for the job and the environment.
2. Telecommuters will not attach any printers, data storage or any other peripheral devices to UH telecommuting equipment.
3. No printing, writing or other recording of patient information will be allowed outside of UH computer systems. This is to ensure that patients' personal health information is not compromised in any way.
4. The employee will establish an appropriate work environment within his or her home for work purposes. Employees will be provided appropriate instructions in setting up a work station designed for a confidential, safe, and comfortable work environment.
5. This work area must be free from traffic by other members of the household, and must ensure a quiet space in which to conduct work, especially when patients are being contacted by phone.
6. Employees must have broadband internet availability, which demonstrably meets minimum standards set by UH.
7. If there are others (spouse, child, other family, non-family) living in the home with the employee the work space must have a door to separate the work area from common areas within the residence.

## Internet Requirements and IT Support

1. Internet download speeds of 30Mbps or greater and 1Mbps upload or greater is required for work from home. It is mandatory for thin client users that the telecommuter use a wired connection to the cable or Internet device. Internet providers are able to move modem or cable box to the home office if needed; if using a wireless connection with laptop, it must be secured and password protected. Satellite Internet providers and cellular Internet are not permitted. Shared Internet connections from apartment or condo associations must meet the same Internet download and upload speeds listed above (b) (6), (b) (7)(C) for the Telecommuters individual connection. Streaming media (Netflix, etc., (b) (6), (b) (7)(C)) is not recommended on the same Internet connection while the Telecommuter is working.

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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4/2/2020

- No reimbursement is being offered at this time for home WI-FI cost
2. UH IT does not support or maintain your home Internet, nor are they responsible for troubleshooting home Internet issues. UH IT will set guidelines and provide accurate, general documentation for at-home IT configuration that will work in most homes. Any IT related issues that prohibit work from home may force the Telecommuter to bring their Thin client/UH Laptop to UH for repair as well as to finish their shift at UH. Any and all repair of UH technical equipment will be done at a UH facility.
  3. Employee must take a picture of the room, door and computer that will be used to telecommute and perform duties. The picture must be attached to this policy/ agreement attesting to meeting requirements as documented.
  4. If telecommuter loses internet, power, or any key UH systems or other systems necessary for telecommuting, the employee is required to notify their Supervisor and Manager. If the outage lasts for more than 30 minutes, the telecommuter must contact their leader and may be asked to come in to the workplace for the remainder of their shift and/or utilize PTO
    - Employees must communicate with their leaders any interruptions to determine next steps including PTO and/or return to UH location
    - Telecommuter may be required to fill out an exception log for missed time punches.

### Process Following Deployment

1. ~~Depending on department, after equipment has been provided to the employee, a manager or Supervisor may visit the employee's home worksite for inspection of the site to ensure that it is suitable. Repeat inspections will occur on an as needed basis.~~
2. The work schedule the employee will customarily maintain, and the manner and frequency of communication needs to be given to the supervisor and approved by that supervisor. The telecommuter will be required to perform work activities during the posted work schedule. Departmental and organizational policies and procedures relative to tardiness, attendance, performance, etc., still apply. The employee agrees to be accessible by phone, and/or Cisco Jabber and email at all times during the agreed-on work hours, excluding scheduled times for break and lunch.

4/2/2020

3. Telecommuting employees are not exempt from the overtime requirements of the Fair Labor Standards Act and will be required to record all hours worked in a manner designated by the organization. Telecommuting employees will be held to a higher standard of compliance than office-based employees due to the nature of the work arrangement.
4. Hours worked in excess of those specified per day and per workweek, in accordance with state and federal requirements, will require the advance approval of the supervisor. Employees must also follow the established departmental guidelines for clocking in on time and being ready to work at the start of the shift. Failure to comply with these requirements can result in the immediate cessation of the telecommuting agreement and possible disciplinary action.

### Eligibility

1. Before entering into any telecommuting agreement, the employee, manager & Director will evaluate the suitability of such an arrangement paying particular attention to the following areas:
  - a. Employee suitability. The employee and manager will review the needs, such as but not limited to appropriate work space, internet connection, equipment and work history, including any disciplinary actions of the employee
    1. For purposes of this policy and in response to the Government issued guidance to provide work from home options for persons in the state of Ohio working in designated businesses, employees in the following corrective actions statuses WILL be permitted to work from home temporarily
      1. Confirmation of Counseling
      2. Written Warning
      3. Final Warning
    2. Employees currently in any of the above levels of Corrective Action will be permitted to work from home for the duration the governmental guidance is in place. Upon removal of the "Stay at Home" order, employees in any level of corrective action will be required to return to work in their respective facilities.
      1. Example: staff will be required to return to work 3 business days from date the band is officially lifted in Ohio

- b. Job responsibilities. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement. (b) (6), (b) (7)(C)
- c. Equipment needs, workspace design considerations and scheduling issues. (b) (6), (b) (7)(C)
- d. Tax and other legal implications for the business use of the employee's home based on Internal Revenue Service (IRS) and state and local government restrictions. Responsibility for fulfilling all obligations in this area rests solely with the employee.
2. If the employee and manager agree a telecommuting agreement (this agreement) will be prepared and signed by all parties, and a temporary work from home period will begin. (b) (6), (b) (7)(C)
3. In all situations, ~~Work from Home may be revoked or~~ the employee may be asked to return to work based on performance, employee cooperation or UH business need and/or requirements for critical coverage that cannot be performed remotely. (b) (6), (b) (7)(C)
- a. In situations involving termination of work from home due to performance and/or employee cooperation, leadership reserves the right to change status to on-site work or Unplanned PTO; if PTO is not available, employee may go without pay for periods of time not worked by the employee. (b) (6), (b) (7)(C)

### **Evaluation and Expectations**

1. Evaluation of telecommuter performance during this period may include daily interaction by phone, Jabber, WebEx and e-mail between the employee and the supervisor, and weekly phone or face-to-face meetings to discuss work progress and problems. (b) (6), (b) (7)(C)
2. At the conclusion of these communications the employee and supervisor will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. Evaluation of telecommuter performance will be consistent with that received by employees working at the office in both content and frequency and will focus on work output, completion of objectives, and time-based performance. Telecommuters that fail to meet performance standards are subject to corrective action and also losing their telecommuting privileges and being required to resume working in the office &/or use PTO. (b) (6), (b) (7)(C)
3. A higher level of communication between the telecommuter and supervisor will occur during the temporary work from home period. (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

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4. Any issues arising through this temporary process will require timely communication and coordination with leadership.
5. Telecommuting is *not* designed to be a replacement for appropriate child or parent care, or care for other people or pets in the home. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering into this ~~emergency~~ trial period.

(b) (6), (b) (7)(C)

4/2/2020

### Employee Attestation and Signature

My signature below attests that I have read the above and fully understand and take responsibility for adhering to this policy in addition to existing departmental policies, code of conduct, confidentiality and privacy required to perform my job.

I commit to completing my work with the highest quality and cooperating with my leadership regarding questions and requests made of me to perform my job.

I understand this privilege can be modified or terminated anytime based upon my performance, cooperation and UH need.

(b) (6), (b) (7)(C)

Date

April 2, 2020

Print Employee Name

(b) (6), (b) (7)(C)

APRIL 02 2020

Signature of Manager or Director

Date

Print Manager or Director Name

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner:

(b) (6), (b) (7)(C)

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List all UH Equipment employee is checking out for temporary Work From Home arrangement:

(b) (6), (b) (7)(C) 3/2/2020

Qty	Description	P/N (Part Number)	S/N (Serial Number)	Check out Date
1	HP Thin Client T620 (UHxxxxxx/CCMN01AZTCxx)			3/12/2020
1	HP Keyboard			
1	HP Mouse			
1	HP EliteDisplay E233			
1	HP EliteDisplay E233			
1	APC Surge Arrest			
1	15' CAT6 Ethernet Cable - Belkin A3L980-15-BLK-S			

Current Status and working arrangement	Temporary Status and working arrangement
<p>Not working, not working remotely from home. Although I made several requests I was not permitted to work remotely from home because of my protected concerted activities. (b) (6), (b) (7)(C)</p> <p>(b) (6), (b) (7)(C)</p> <p>(b) (6), (b) (7)(C)</p> <p>(b) (6), (b) (7)(C) If I would've been permitted to work remotely from home and access to information that is provided to other fellow coworkers, regardless of whether they need it to perform their jobs, I would've performed the work I was doing in the office.</p>	<p>Attempting to work, work remotely from home. My other fellow coworkers are already working remotely from home during this national health crisis. If I work remotely from home I will be continuing to perform the work I was doing in the office. (b) (6), (b) (7)(C)</p> <p>(b) (6), (b) (7)(C)</p> <p>(b) (6), (b) (7)(C) Working remotely from home and have access to information that is provided to other fellow coworkers, regardless of whether they need it to perform their jobs. I will perform the work I was doing in the office. (b) (6), (b) (7)(C)</p> <p>(b) (6), (b) (7)(C) at the office on the desktop PC, which includes but not limited to accessing (b) (6), (b) (7)(C)</p> <p>(b) (6), (b) (7)(C)</p>

(b) (6), (b) (7)(C) Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 - V7

Page 8 of 9

Uncontrolled document - printed version only reliable for 24 hours

(b) (6), (b) (7)(C)

4/2/2020

(b) (6), (b) (7)(C)

Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 - V7

Page 9 of 9

Uncontrolled document – printed version only reliable for 24 hours

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 2:09 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: Work From Home Policy - (b) (6), (b) (7)(C)  
**Attachments:** Emergency Work from Home Policy - Temporary Ohio WFH V6-updated.pdf  
**Importance:** High

Hi (b) (6), (b) (7)(C)

Thank you for reaching back out. Please refer to my initial email to you regarding your options during this time. You have the option of signing the Temporary Work from Home Policy that was sent to you by your manager without edits. This policy was developed to help accommodate employees to work from home during the Pandemic as employee safety is a top concern of University Hospitals. Again this will allow you to work from home while the Pandemic is being addressed. Once the Pandemic is over you may be required to return back to work and conduct business as usual.

If you do not wish to take advantage of the Temporary Work from Home Policy then your only other option is to partner with (b) (6), (b) (7)(C) for an (b) (6), (b) (7)(C) accommodation to work from home. Please keep in mind that accommodations are approved/denied by leadership. Leadership will also have the ability to advise on how long they are willing to make a reasonable accommodation. If you are interested in starting the accommodation process please contact (b) (6), (b) (7)(C) at (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) at this point we cannot continue to debate about this issue. We have laid out the options for you, and you need to make a decision as to what is best for you. The documents that you have provided are not acceptable and will not be used. Again for a (b) (6), (b) (7)(C) accommodation you should partner with (b) (6), (b) (7)(C). If you fail to provide the signed work from home policy that (b) (6), (b) (7)(C) provided (attached), or work with (b) (6), (b) (7)(C) we will continue to utilize your PTO. You will not be allowed to work from home until you have followed one of the two options I have laid out for you. I appreciate you being open with leadership and HR and look forward to you making a decision.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Office: (b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 11:22 AM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** FW: Work From Home Policy - (b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 11:21 AM

To: (b) (6), (b) (7)(C) >; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) [UHhospitals.org](mailto:UHhospitals.org)>

Cc: (b) (6), (b) (7)(C) [@UHhospitals.org](mailto:@UHhospitals.org)>

Subject: Work From Home Policy - (b) (6), (b) (7)(C)

Oh boy. Should I copy to (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

---

From: (b) (6), (b) (7)(C)

Sent: Friday, April 3, 2020 11:19 AM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) [UHhospitals.org](mailto:UHhospitals.org)>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) [UHhospitals.org](mailto:UHhospitals.org)>; (b) (6), (b) (7)(C) [@UHhospitals.org](mailto:@UHhospitals.org)>

Subject: RE: Work From Home Policy - (b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C):

Per (b) (6), (b) (7)(C), "The emergency work from home policy is to make sure employees have an opportunity to work from home while the Pandemic is being addressed. The remote work from home policy will not include information regarding medical conditions, as this is only in place until the Pandemic is over."

Please find attached the above-mentioned document to make sure I will have an opportunity to work from home during this National Health Crisis, which Governor Mike DeWine issued a State Order.

It is wrong for you to state that the attached agreement was modified. Putting a line through words known commonly as a strike-out in an agreement is not a "modification" but a legal right afforded if one disagrees. For example, in this situation part(s) of the agreement conflict with social distancing, UH policy, and etc.

Black Law dictionary states, "modification" is not exactly synonymous with "amendment," for the former term denotes some minor change in the substance of the thing, without reference to its improvement or de-terioration thereby, while the latter word imports an amelioration of the thing (as by changing the phraseology of an instrument, so as to make it more distinct or specific) without involving the idea of any change in substance or essence.

(b) (6), (b) (7)(C) you are already allowing employee(s) to work remotely from home that submitted same and/or similar documents which you considered as being modified.

Further, page 6 of 9, states the following:

2. If the employee and manager agree a telecommuting agreement (this agreement) will be prepared and signed by all parties, and a temporary work from home period will begin.

Merriam- Webster dictionary defines, "prepared" as subjected to a special process or treatment.

Let me know what strike-outs and the page number (of the attached agreement) you disagree with and your reasoning so I can address (it today) why I believe the strike-outs are important.

And this agreement can be "subjected to a special process or treatment" and signed by both parties so I can start working Monday, April 06, 2020.

(b) (6), (b) (7)(C)

---

From: (b) (6), (b) (7)(C)

Sent: Friday, April 03, 2020 6:44 AM

To: (b) (6), (b) (7)(C) <@UHhospitals.org>

Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C) <@UHhospitals.org>; (b) (6), (b) (7)(C) <@UHhospitals.org>

Subject: Work From Home Policy - (b) (6), (b) (7)(C)

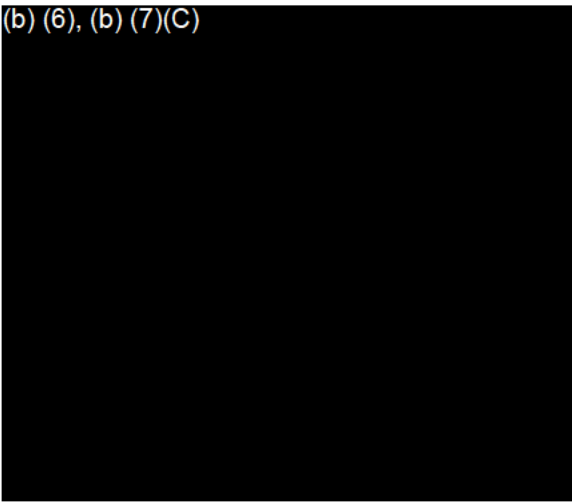
Good morning (b) (6), (b) (7)(C)

I am unable to accept this document with your modifications. We have one standard policy in place for all of (b) (6), (b) (7)(C) to accommodate during this temporary situation related to the current pandemic. I will need a copy of our signed policy without changes to move forward in the process.

As (b) (6), (b) (7)(C) indicated via email yesterday, you are able to work with (b) (6), (b) (7)(C) if you need a telecommuting accommodation outside of our attached policy. These are the only two policies that apply to our department at this time.

Thank you

(b) (6), (b) (7)(C)





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**From:** (b) (6), (b) (7)(C)

**Sent:** Thursday, April 02, 2020 8:55 PM

**To:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

**Cc:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>; (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

**Subject:** Attached document

Dear (b) (6), (b) (7)(C) :

I need approval for an UH computer and equipment to use at home to start working tomorrow.

(b) (6), (b) (7)(C)

I. EMPLOYEE DATA					
<b>First Name</b> <div style="background-color: black; color: white; padding: 2px;">(b) (6), (b) (7)(C)</div>	<b>M.I.</b>	<b>Last Name</b> <div style="background-color: black; color: white; padding: 2px;">(b) (6), (b) (7)(C)</div>	<b>Employee Number</b> (Enter exactly as in Oracle) <div style="background-color: black; color: white; padding: 2px;">(b) (6), (b) (7)(C)</div>		
<b>Position</b> <div style="background-color: black; color: white; padding: 2px;">(b) (6), (b) (7)(C)</div>				<b>Year</b> Hired <div style="background-color: black; color: white; padding: 2px;">(b) (6), (b) (7)(C)</div>	
<b>Entity</b> <div style="background-color: black; color: white; padding: 2px;">(b) (6), (b) (7)(C)</div>			<b>Department</b> UHHS <div style="background-color: black; color: white; padding: 2px;">(b) (6), (b) (7)(C)</div>		
<b>(Check one)</b>	<input checked="" type="checkbox"/> Confirmation of Counseling <input type="checkbox"/> Warning <input type="checkbox"/> Final Warning/Suspension <input type="checkbox"/> Discharge				
II. CIRCUMSTANCES					
<b>Dates of attendance or tardiness occurrences:</b>					
<b>Describe the circumstances leading to the corrective action:</b>					
<p>             (b) (6), (b) (7)(C) replied to an email sent my (b) (6), (b) (7)(C) in the (b) (6), (b) (7)(C) Dept. on (b) (6), (b) (7)(C) -20, but said didn't realize that (b) (6), (b) (7)(C) hit "reply all" when (b) (6), (b) (7)(C) responded to (b) (6), (b) (7)(C). As a result, (b) (6), (b) (7)(C) reply went to a group of 13 people who have been working as a group on new processes to improve the flow of correspondence. (b) (6), (b) (7)(C) email was in response to an in person discussion on (b) (6), (b) (7)(C) -20 where (b) (6), (b) (7)(C) approached (b) (6), (b) (7)(C) in what (b) (6), (b) (7)(C) felt was an aggressive and uncouth manner in front of other employees regarding a task (b) (6), (b) (7)(C) felt (b) (6), (b) (7)(C) team should be doing instead of (b) (6), (b) (7)(C). I spoke to (b) (6), (b) (7)(C) who felt similarly and both (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) explained that others sitting nearby commented to them on the incident after it happened.           </p>					
<b>Please note the policy and procedure violated:</b>					
<p>HR 63 Professional Behavior</p> <p>See also: HR 72-Corrective Action</p> <p>*Employee was given copies of both policies for reference.</p>					
III. ACTION PLAN					
<p>The purpose of this counseling is to document the verbal instructions given to (b) (6), (b) (7)(C) in our discussion today with myself and (b) (6), (b) (7)(C), (b) (6), (b) (7)(C).</p> <p>In the future, please bring issues with other employees to your supervisor and/or your manager to help address. Sending an email to respond to what you felt was aggressive or uncouth behavior by another staff member is not the proper way to address issues and including others on the email can complicate resolution.</p>					

**IV. EMPLOYEE COMMENTS**

SEE ALSO ATTACHED EMAIL SENT BY (b) (6), (b) (7)(F)

**V. SIGNATURE OF ACKNOWLEDGMENT**

I understand that I may contact an HR representative to discuss questions or concerns related to this document including optional complaint resolution steps. Other than in cases of discharge, should the performance concerns outlined in this document continue, additional corrective action up to and including discharge may occur.

**Employee Signature****Date** (b) (6), (b) (7)(F)-20**Manager Signature****Date** (b) (6), (b) (7)(F)-20

**PLEASE RETURN THIS FORM TO YOUR LOCAL HUMAN RESOURCES DEPARTMENT**

(b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, (b) (6), (b) (7)(C) 2020 5:01 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: Lockbox address

Good evening.

First and foremost, (b) (6), (b) (7)(C) each time we met or had informal or formal conversation(s) our interaction has always been conducted with great respect and admiration.

I request that we continue this type of communication.

Next time you come over and speak to me (b) (6), (b) (7)(C) about any issue please exercise professionalism and decorum.

If, you are educated please act like it.

I did not appreciate your aggressive and uncouth behavior, which you exhibited in-front of fellow colleagues and I.

For example, (b) (6), (b) (7)(C) you holding a stack of papers this late afternoon in the aisle of my cubicle (documents that were delivered to the scanning room early this morning to be imaged) and stating in a maladroit fashion, "dropping mail up on the second floor" and "you expect us to mail them (the correspondence(s)) to the lockboxes."

Not only did I not appreciate your aggressive and uncouth behavior I will continue to emphasize that your juvenile attitude, loudness and immature presentation of misrepresented facts was not justified in regards to an issue that was resolved concerning payer correspondence(s) being sent to a lockbox.

However, what you did state and not suggest in the said meeting on (b) (6), (b) (7)(C) 2020 approximately 1:00 PM that you, (b) (6), (b) (7)(C) was working with the mail room in-regards "to sending correspondence(s) to the lockbox".

Not only was your misrepresented information not substantiated (b) (6), (b) (7)(C) but you also incorrectly characterized fellow colleague (b) (6), (b) (7)(C) and I job position of the (b) (6), (b) (7)(C) Team as being "(b) (6), (b) (7)(C)".

Now I will further address the aforesaid issue that you unprofessionally presented (not having or showing the experience, skill, etc., that is expected or appropriate in a person whom is trained to do a job well).

I believe you stated (not verbatim) that “correspondence(s) being sent to a lockbox was discussed in the meeting and that (b) (6), (b) (7)(C) and I was instructed and/or supposed to send the correspondence for the second floor scanning room to designated lockboxes for each facility(ies).”

When an inquiry was made to you, (b) (6), (b) (7)(C) this afternoon in-regards “to what correspondence(s) being sent to a lockbox?”

You, (b) (6), (b) (7)(C) suggested documents (that were delivered early this morning to the scanning room) to be imaged by your team were to be sent to the lockbox.

The information, which you brought to our attention this afternoon (b) (6), (b) (7)(C) in-regards to what you, (b) (6), (b) (7)(C) believed was “indicated” at the meeting on (b) (6), (b) (7)(C) 2020 was psychotomimetic.

I don’t know if your mind was present in the meeting, however I will be delighted to inform you that (b) (6), (b) (7)(C) and I was never presented in the real world with the duty of sending out mail.

Long story short...there were any mention of such.

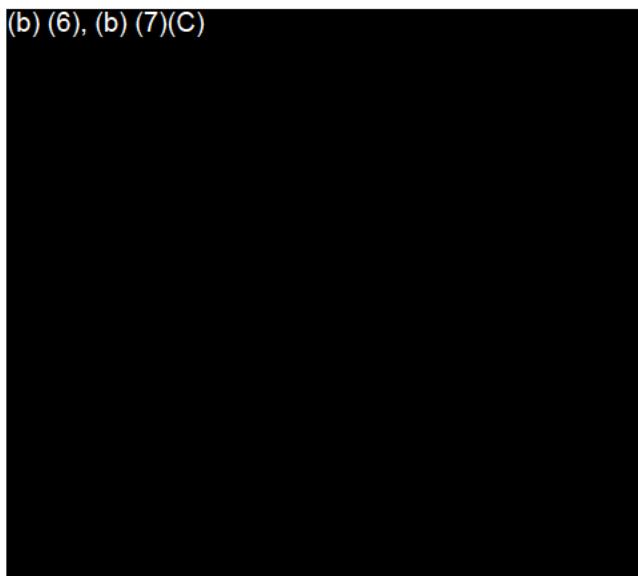
Enjoy the rest of your evening!

I will be patiently awaiting you response. ☺

Sincerely,

//s// (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)







This will allow our Document Imaging department to focus on indexing the scanned documents received from (b) (6), (b) (7)(C) in a timely manner.

If you have any questions or concerns please let us know!

**UH Cleveland Medical Center**

Dept. 781954  
Detroit, MI 48278-1954

**UH Ahuja Medical Center**

Dept. 781966  
Detroit, MI 48278-1966

**UH Conneaut Medical Center**

Dept. 781906  
Detroit, MI 48278-1906

**UH Geauga Medical Center**

Dept. 781728  
Detroit, MI 48278-1728

**UH Geneva Medical Center**

Dept. 781851  
Detroit, MI 48278-1851

**UH Regional Medical Center (Richmond Medical Center and Bedford Medical Center)**

Dept. 781847  
Detroit, MI 48278-1847

**UH Parma Medical Center**

PO Box 771890  
Detroit, MI 48277-1890

**UH Elyria Medical Center**

PO Box 781680  
Detroit, MI 48278-1680

**UH Portage Medical Center**

Dept. 781401  
Detroit, MI 48278-1401

**UH St John Medical Center**

PO Box 772009  
Detroit, MI 48277-2009

**UH Samaritan Medical Center**

P.O. Box 772086  
Detroit, MI 48277-2086

**2020 is the year of clear vision**

**Let's see together**  
**Let's work together**  
**Let's achieve together**

Thanks,

(b) (6), (b) (7)(C)

ation

Phone: (b) (6), (b) (7)(C)

Email: (b) (6), (b) (7)(C)@UHhospitals.org



(b) (6), (b) (7)(C) 2020

(b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C)

This letter is to inform you of your absence on (b) (6), (b) (7)(C)/2020 thru (b) (6), (b) (7)(C)/2020.

These dates were not approved by management or (b) (6), (b) (7)(C). Due to University Hospitals HR-71 Attendance policy and this serious attendance violation, your assignment as a (b) (6), (b) (7)(C) at University Hospitals (b) (6), (b) (7)(C) has been terminated as of (b) (6), (b) (7)(C) 2020.

Please return any property of University Hospitals (b) (6), (b) (7)(C) to the Human Resources department at the address below:

University Hospitals (b) (6), (b) (7)(C)

If you have any questions, please contact me at (b) (6), (b) (7)(C), or (b) (6), (b) (7)(C) at (b) (6), (b) (7)(C)

Sincerely,

(b) (6), (b) (7)(C)

Cc: Human Resources

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**From:** Fowle, Noah  
**Sent:** Wednesday, August 12, 2020 1:04 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: 08-CA-262173 (university hospitals health systems)

(b) (6), (b) (7)(C),

While I have copies of your tracking numbers for the certified letter and read-receipt regarding your March 2020 correspondence with (b) (6), (b) (7)(C) I need you to provide me with copies of (1) the receipt from the USPS issued to you upon your payment for the certified letter and (2) the actual read receipt returned to you at the (b) (6), (b) (7)(C) address on or about March 10, 2020. If so, please provide me with a copy as soon as practicable.

The tracking number for 9590940253939189524307, provided the following delivery information:

**March 10, 2020, 2:48 pm**

Delivered, In/At Mailbox  
BEACHWOOD, OH 44122

Your item was delivered in or at the mailbox at 2:48 pm on March 10, 2020 in (b) (6), (b) (7)(C).

Provide me with the Beachwood address that the read receipt was returned to as it does not appear to match the city and zip code you have used on your charge documents and your affidavits

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, June 26, 2020 5:27 PM  
**To:** Fowle, Noah <Noah.Fowle@nrlb.gov>  
**Subject:** Re: 08-CA-262173 (university hospitals health systems)

Good evening NLRB Field Attorney Fowle,

The new charge was signed and faxed to NLRB office about two hours ago. Please find attached copy of letter that was sent certified along with the initial application to telecommute.

Have a great weekend!

Respectfully,

/s/ (b) (6), (b) (7)(C)

-----Original Message-----

From: Fowle, Noah <Noah.Fowle@nrlb.gov>

To: (b) (6), (b) (7)(C)

Sent: Thu, Jun 25, 2020 6:29 pm

Subject: RE: 08-CA-262173 (university hospitals health systems)

(b) (6), (b) (7)(C)

Attached is the new charge we discussed. Print it off and review it. When you are ready to file it, sign and date it, and fax it back to the below number.

Noah Fowle

Field Attorney, NLRB – Region 8

1240 E. 9<sup>th</sup> Street, Room 1695

Cleveland, OH 44199-1086

216 303 7364 (office)

202 674 2311 (cell)

**216 522 2418 (fax)**

[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

---

From: Fowle, Noah

Sent: Thursday, June 25, 2020 5:12 PM

To: (b) (6), (b) (7)(C)

Subject: 08-CA-262173 (university hospitals health systems)

(b) (6), (b) (7)(C)

This email is a follow up to our phone call.

1. I will begin to process your withdrawal of the above referenced charge
2. I will draft a new charge that more specifically spells out your allegations against the Employer and send it to you later tonight. You need to print it off, review it and sign/date it – then fax it back to me as that is the most efficient way to file a charge. **WE CANNOT ACCEPT EMAILED CHARGES, so you must fax it.**
3. I also provided you with a number for the Dept of Labor Wage and Hour division in order to make an allegation that your employer retaliated against you because you tried to access your (b) (6), (b) (7)(C) benefits. That number is (b) (6), (b) (7)(C)
4. You indicated that you have (b) (6), (b) (7)(C) and that your employer is aware of it, and I directed you to go to [www.dol.gov](http://www.dol.gov) to file a complaint/allegation against your employer that (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Noah Fowle

Field Attorney, NLRB – Region 8

1240 E. 9<sup>th</sup> Street, Room 1695

Cleveland, OH 44199-1086

216 303 7364 (office)

202 674 2311 (cell)

216 522 2418 (fax)

[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

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From: Fowle, Noah

Sent: Thursday, June 25, 2020 4:25 PM

To: [ivnmatthews@aol.com](mailto:ivnmatthews@aol.com)

Subject: contact info

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nlr.gov](mailto:noah.fowle@nlr.gov)



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**From:** Fowle, Noah  
**Sent:** Thursday, August 13, 2020 7:36 AM  
**To:** Manson, Marcie  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)  
**Attachments:** CHG.08-CA-262258.1st amd.pdf; CHG.08-CA-263654.initial signed charge 7-28-2020.pdf

Ms. Manson,

I appreciate that (b) (6), (b) (7)(C) has added an allegation to 08-CA-262258 since filing it in June, along with filing 08-CA-263654 in July. However, the underlying facts remain the same in both cases. In addition, (b) (6) withdrew (b) (6) original charge, 08-CA-262173, in June. I have included courtesy copies of the current charge and allegations to this email. In order to keep with my own deadlines, I can provide you with a reasonable extension to Monday, August 24, 2020.

Call me if you would like to discuss further – I’m available this afternoon and Friday morning on my cell.

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
**202 674 2311 (cell)**  
216 522 2418 (fax)  
[noah.fowle@nrlrb.gov](mailto:noah.fowle@nrlrb.gov)

---

**From:** Manson, Marcie <Marcie.Manson@UHhospitals.org>  
**Sent:** Wednesday, August 12, 2020 2:17 PM  
**To:** Fowle, Noah <Noah.Fowle@nrlrb.gov>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)

Mr. Fowle,  
University Hospitals has received 2 evidence request letters, the most recent received 1 week ago, as well as an email outlining what documentation you would like. All 3 contain different lists – some similar, but different items. This process has been confusing in that 4 charges were submitted where the allegations are similar, but reworded and with additional allegations added. We have been working diligently to gather the information in order to respond to these charges.  
Please clarify that your email below is the exhaustive list of what you require so we can continue to work to get you this information.

Responding to the evidence request is taking more time than anticipated and as a result UH requests an additional 2 weeks to complete.

Thank you.  
Marcie

Marcie Manson  
Deputy General Counsel  
University Hospitals  
Management Services Center  
3605 Warrensville Center Rd.  
Shaker Hts., Ohio 44122  
Ph.: 216-767-8236 Fax: 216-767-8260

---

**From:** Fowle, Noah [<mailto:Noah.Fowle@nrlb.gov>]  
**Sent:** Wednesday, August 12, 2020 1:46 PM  
**To:** Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>  
**Cc:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>  
**Subject:** follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)

**External E-mail: Careful opening links or attachments.**

Ms. Manson,

I am in receipt of your position statement and supporting exhibits. In reviewing it, I failed to find the following:

- (b) (6), (b) (7)(C) personnel file, excluding all medically sensitive information and other personal identification information, including but not limited to social security numbers;
- comparable discipline issued to any other employee for the same or similar reasons as the Employer issued the CA to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, since January 1, 2018;
- comparable discipline issued to any other employee for the same or similar reasons as the Employer issued the notice of termination to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020 since June 1, 2018;
- an explanation as to why (b) (6), (b) (7)(C) termination notice was issued to (b) (6), (b) (7)(C) in late July 2020;
- identify the individuals, and their titles, involved in the decision to issue the discipline to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including those individual(s) who carried out the issuance of the discipline; and
- identify the individuals, and their titles, involved in the decision to issue the notice of termination to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including those individual(s) who carried out the issuance of the discipline

Also, considerable evidence exists of extended communication via email and text message between (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) as well as (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C). Provide any and all records in your possession of any communication between them for the following dates: March 1, 2020 to July 30, 2020. If the Employer has no record of this communication, provide a brief explanation as to the Employer's efforts to search for it. Finally, if necessary, take a position either confirming or denying that (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) communicated with (b) (6), (b) (7)(C) via text message and email between March 1, 2020 to July 30, 2020.

Explain who drafted Exhibit E, the corrective action form issued to (b) (6), (b) (7)(C) on (b) (6), (b) (7)(C) and explain when the document's author interviewed (b) (6), (b) (7)(C) according to the paragraph describing the circumstances that led to the issuance of the correction action form to (b) (6), (b) (7)(C).

Finally, (b) (6), (b) (7)(C) has provided evidence of a certified letter, tracking number 70192280000216893354, delivered to the Employer on or about March 9, 2020 at 349pm and left with/signed for by an individual following an unsuccessful delivery attempt on March 7, 2020 at 222pm. (b) (6), (b) (7)(C) has also provided evidence of a read-receipt of that certified letter, tracking number 9590940253939189524307, returned to (b) (6), (b) (7)(C) on or about March 10, 2020. Provide an explanation as to the Employer's efforts to search for this information, as well as position confirming or denying that the Employer regularly receives mail at the following address: (b) (6), (b) (7)(C). Alternatively, in (b) (6), (b) (7)(C) March 30 email to (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) references the certified letter, provide an explanation as to what efforts, if any, (b) (6), (b) (7)(C) or any other employee, took to locate the certified letter and/or notify (b) (6), (b) (7)(C) that it had not been received.

Your exhibit B, the March 30, 2020 email from (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) includes attachments, provide copies of all of the attachments included in that message. Alternatively, provide a copy of your exhibits with clear date stamps. I am unclear if pages 29-45 are the attachments referenced in (b) (6), (b) (7)(C) March 30 email.

Please refer to my original evidence request correspondence sent to you on July 16 and 25, and August 4 (attached as a courtesy).

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

---

**From:** Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>  
**Sent:** Wednesday, August 12, 2020 11:30 AM  
**To:** Fowle, Noah <[Noah.Fowle@nrlb.gov](mailto:Noah.Fowle@nrlb.gov)>  
**Cc:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>  
**Subject:** (b) (6), (b) (7)(C) - NLRB Response (002).pdf

Good Morning,  
The UH's response to the NLRB Charges filed by (b) (6), (b) (7)(C) along with the exhibits are attached.  
Please contact me or (b) (6), (b) (7)(C) if you should have any questions.

Thank you.  
Marcie

Marcie Manson  
Deputy General Counsel  
University Hospitals  
Management Services Center  
3605 Warrensville Center Rd.  
Shaker Hts., Ohio 44122  
Ph.: 216-767-8236 Fax: 216-767-8260

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**From:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Sent:** Sunday, August 23, 2020 10:56 PM  
**To:** Fowle, Noah  
**Cc:** Manson, Marcie; Matthews\_ (b) (6), (b) (7)(C) \_EPL Claim\_ Correspondence \_LIT\_0002165\_  
**Subject:** RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

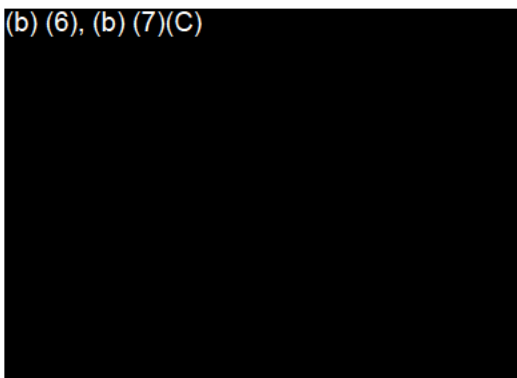
Mr. Fowle,

I don't believe I will be able to e-file our reponse because I cannot access the e-filing system from my remote worksite (I get a proxy error when I try to go into the electronic filing site). I will have to save them to a thumbdrive and hand deliver them to you on Monday.

Please provide me with an address and the hours your office is open for deliveries. If you are working remotely, I would be happy to drop them off someplace more convenient for you.

Thank you!

(b) (6), (b) (7)(C)



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At the direction of the UH Law Department

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**From:** Fowle, Noah [mailto:Noah.Fowle@nlrb.gov]  
**Sent:** Tuesday, August 18, 2020 4:14 PM  
**To:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Subject:** RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

**External E-mail: Careful opening links or attachments.**

No we don't. you can try to e-file the documents electronically through our website [www.nlrb.gov](http://www.nlrb.gov)

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)

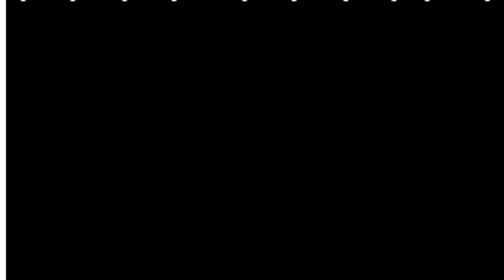
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov)

---

From: (b) (6), (b) (7)(C) @UHHospitals.org>  
Sent: Tuesday, August 18, 2020 3:09 PM  
To: Fowle, Noah <[Noah.Fowle@nlrb.gov](mailto:Noah.Fowle@nlrb.gov)>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Claim\_ Correspondence \_LIT\_0002165\_ <{F330518}.LEGAL@UHFILESTAPP06.uhhospitals.org>  
Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

Does the NLRB have a shared filesite or dropbox type of program that it uses? UH does not.

(b) (6), (b) (7)(C)



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At the direction of the UH Law Department

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From: Fowle, Noah [<mailto:Noah.Fowle@nlrb.gov>]  
Sent: Tuesday, August 18, 2020 3:01 PM  
To: (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

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A shared file site is fine

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov)

---

From: (b) (6), (b) (7)(C) @UHHospitals.org>  
Sent: Tuesday, August 18, 2020 2:53 PM  
To: Fowle, Noah <[Noah.Fowle@nlrb.gov](mailto:Noah.Fowle@nlrb.gov)>  
Cc: Manson, Marcie <[Marcie.Manson@UHHospitals.org](mailto:Marcie.Manson@UHHospitals.org)>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Claim\_ Correspondence \_LIT\_0002165\_



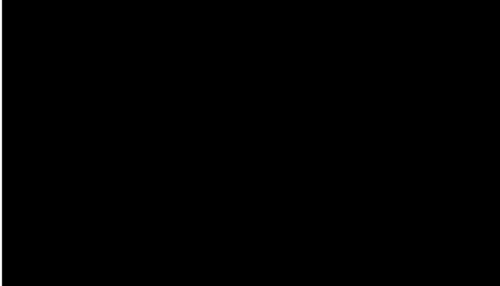
<{F330518}.LEGAL@UHFILESTAPP06.uhhospitals.org>

Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

Mr. Fowle,

We did receive your email and we are intending to meet the August 24 deadline. The documents are quite voluminous. Is it possible to submit them via a shared file site? The other option is burning them to a cd and delivering it to you. I don't have the capability to print out all of the emails and responsive documents, and I am not sure you want them that way.

(b) (6), (b) (7)(C)



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ATTORNEY CLIENT WORK PRODUCT

At the direction of the UH Law Department

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From: Fowle, Noah [<mailto:Noah.Fowle@nlrb.gov>]

Sent: Tuesday, August 18, 2020 1:49 PM

To: Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>

Cc: (b) (6), (b) (7)(C) <[\[REDACTED\]@UHhospitals.org](mailto:[REDACTED]@UHhospitals.org)>

Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)

**External E-mail: Careful opening links or attachments.**

Ms. Manson,

Can you confirm receipt of my email from 8-13-20, and indicate if you anticipate meeting the deadline of Monday 8-24-20?

Call me if you would like to discuss your presentation of evidence further.

Noah Fowle

Field Attorney, NLRB – Region 8

1240 E. 9<sup>th</sup> Street, Room 1695

Cleveland, OH 44199-1086

216 303 7364 (office)

202 674 2311 (cell)

216 522 2418 (fax)

[noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov)

---

From: Fowle, Noah

Sent: Thursday, August 13, 2020 7:36 AM

**To:** Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>

**Cc:** (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>

**Subject:** RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)

Ms. Manson,

I appreciate that (b) (6), (b) (7)(C) has added an allegation to 08-CA-262258 since filing it in June, along with filing 08-CA-263654 in July. However, the underlying facts remain the same in both cases. In addition, (b) (6) withdrew (b) (6)' original charge, 08-CA-262173, in June. I have included courtesy copies of the current charge and allegations to this email. In order to keep with my own deadlines, I can provide you with a reasonable extension to Monday, August 24, 2020.

Call me if you would like to discuss further – I'm available this afternoon and Friday morning on my cell.

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
**202 674 2311 (cell)**  
216 522 2418 (fax)  
[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

---

**From:** Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>

**Sent:** Wednesday, August 12, 2020 2:17 PM

**To:** Fowle, Noah <[Noah.Fowle@nrlb.gov](mailto:Noah.Fowle@nrlb.gov)>

**Cc:** (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>

**Subject:** RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)

Mr. Fowle,

University Hospitals has received 2 evidence request letters, the most recent received 1 week ago, as well as an email outlining what documentation you would like. All 3 contain different lists – some similar, but different items.

This process has been confusing in that 4 charges were submitted where the allegations are similar, but reworded and with additional allegations added. We have been working diligently to gather the information in order to respond to the these charges.

Please clarify that your email below is the exhaustive list of what you require so we can continue to work to get you this information.

Responding to the evidence request is taking more time than anticipated and as a result UH requests an additional 2 weeks to complete.

Thank you.  
Marcie

Marcie Manson  
Deputy General Counsel  
University Hospitals  
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Ph.: 216-767-8236 Fax: 216-767-8260

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From: Fowle, Noah [<mailto:Noah.Fowle@nlrb.gov>]  
Sent: Wednesday, August 12, 2020 1:46 PM  
To: Manson, Marcie <[Marcie.Manson@UHHospitals.org](mailto:Marcie.Manson@UHHospitals.org)>  
Cc: (b) (6), (b) (7)(C) <[@UHHospitals.org](mailto:(b) (6), (b) (7)(C)@UHHospitals.org)>  
Subject: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)

**External E-mail: Careful opening links or attachments.**

Ms. Manson,

I am in receipt of your position statement and supporting exhibits. In reviewing it, I failed to find the following:

- (b) (6), (b) (7)(C) personnel file, excluding all medically sensitive information and other personal identification information, including but not limited to social security numbers;
- comparable discipline issued to any other employee for the same or similar reasons as the Employer issued the CA to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, since January 1, 2018;
- comparable discipline issued to any other employee for the same or similar reasons as the Employer issued the notice of termination to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020 since June 1, 2018;
- an explanation as to why (b) (6), (b) (7)(C) termination notice was issued to (b) (6), (b) (7)(C) in late July 2020;
- identify the individuals, and their titles, involved in the decision to issue the discipline to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including those individual(s) who carried out the issuance of the discipline; and
- identify the individuals, and their titles, involved in the decision to issue the notice of termination to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including those individual(s) who carried out the issuance of the discipline

Also, considerable evidence exists of extended communication via email and text message between (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) as well as (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C). Provide any and all records in your possession of any communication between them for the following dates: March 1, 2020 to July 30, 2020. If the Employer has no record of this communication, provide a brief explanation as to the Employer's efforts to search for it. Finally, if necessary, take a position either confirming or denying that (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) communicated with (b) (6), (b) (7)(C) via text message and email between March 1, 2020 to July 30, 2020.

Explain who drafted Exhibit E, the corrective action form issued to (b) (6), (b) (7)(C) on (b) (6), (b) (7)(C) and explain when the document's author interviewed (b) (6), (b) (7)(C) according to the paragraph describing the circumstances that led to the issuance of the correction action form to (b) (6), (b) (7)(C).

Finally, (b) (6), (b) (7)(C) has provided evidence of a certified letter, tracking number 70192280000216893354, delivered to the Employer on or about March 9, 2020 at 349pm and left with/signed for by an individual following an unsuccessful delivery attempt on March 7, 2020 at 222pm. (b) (6), (b) (7)(C) has also provided evidence of a read-receipt of that certified letter, tracking number 9590940253939189524307, returned to (b) (6), (b) (7)(C) on or about March 10, 2020. Provide an explanation as to the Employer's efforts to search for this information, as well as position confirming or denying that the Employer regularly receives mail at the following address: (b) (6), (b) (7)(C). Alternatively, in (b) (6), (b) (7)(C) March 30 email to (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) references the certified letter, provide an explanation as to what efforts, if any, (b) (6), (b) (7)(C) or any other employee, took to locate the certified letter and/or notify (b) (6), (b) (7)(C) that it had not been received.

Your exhibit B, the March 30, 2020 email from (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) includes attachments, provide copies of all of the attachments included in that message. Alternatively, provide a copy of your exhibits with clear bate stamps. I am unclear if pages 29-45 are the attachments referenced in Matthews' March 30 email.

Please refer to my original evidence request correspondence sent to you on July 16 and 25, and August 4 (attached as a courtesy).

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
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[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

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**From:** Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>  
**Sent:** Wednesday, August 12, 2020 11:30 AM  
**To:** Fowle, Noah <[Noah.Fowle@nrlb.gov](mailto:Noah.Fowle@nrlb.gov)>  
**Cc:** (b) (6), (b) (7)(C) <[\[REDACTED\]@UHhospitals.org](mailto:[REDACTED]@UHhospitals.org)>  
**Subject:** (b) (6), (b) (7)(C) - NLRB Response (002).pdf

Good Morning,

The UH's response to the NLRB Charges filed by (b) (6), (b) (7)(C) along with the exhibits are attached.  
Please contact me or (b) (6), (b) (7)(C) if you should have any questions.

Thank you.  
Marcie

Marcie Manson  
Deputy General Counsel  
University Hospitals  
Management Services Center  
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written consent of the person to whom it pertains, or as otherwise permitted by law.

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**From:** Fowle, Noah  
**Sent:** Tuesday, August 25, 2020 9:48 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Re: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

330/4

I'm at (b) (6), (b) (7)(C)  
[REDACTED]

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9th Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
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noah.fowle@nrlb.gov

---

**From:** (b) (6), (b) (7)(C) @Uhhospitals.org>  
**Sent:** Tuesday, August 25, 2020 9:18:31 PM  
**To:** Fowle, Noah <Noah.Fowle@nrlb.gov>  
**Subject:** RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

I have to run into the office first to burn these documents to a cd or thumbdrive. I plan on getting there about 1:30. Can we meet around 3 or 3:30? Just let me know where I'm going.

(b) (6), (b) (7)(C)  
[REDACTED]

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**From:** Fowle, Noah [mailto:Noah.Fowle@nrlb.gov]  
**Sent:** Tuesday, August 25, 2020 4:45 PM  
**To:** (b) (6), (b) (7)(C) @Uhhospitals.org>  
**Subject:** Re: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

**External E-mail: Careful opening links or attachments.**



Amy,  
I'm on (b) (6), (b) (7)(C) area. Let me know what time you are thinking tomorrow afternoon.

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9th Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov)

---

From: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>  
Sent: Tuesday, August 25, 2020 2:49:22 PM  
To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>; Fowle, Noah <Noah.Fowle@nlrb.gov>  
Cc: McGinley, Nora <Nora.McGinley@nlrb.gov>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org> Claim\_ Correspondence \_LIT\_0002165\_ <{F330518}.LEGAL@UHFILESTAPP06.uhhospitals.org>  
Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

Noah,

I plan on delivering our response tomorrow afternoon, as I have meetings in the morning. I would prefer not to drive into downtown Cleveland and if you are working from home I would be happy to deliver our response to your location or a location near you. If you would prefer I deliver it to your office, I will drive into downtown Cleveland.

Please let me know which you prefer.

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>  
Sent: Monday, August 24, 2020 2:22 PM  
To: Fowle, Noah <Noah.Fowle@nlrb.gov>  
Cc: McGinley, Nora <Nora.McGinley@nlrb.gov>; Manson, Marcie <Marcie.Manson@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org> Claim\_ Correspondence \_LIT\_0002165\_ <{F330518}.LEGAL@UHFILESTAPP06.uhhospitals.org>  
Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

Noah,

I was able to login to the NLRB.gov website to upload the documents, but given the way they are organized and the volume, this will not be an option. We are all still working remotely, so I am going to run out and purchase a thumbdrive and load all of the documents onto the thumbdrive. I will take your offer to wait until Wednesday and deliver them to your office on that day.

Thank you for your flexibility!

(b) (6), (b) (7)(C)

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**From:** Fowle, Noah [<mailto:Noah.Fowle@nlrb.gov>]  
**Sent:** Monday, August 24, 2020 11:01 AM  
**To:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>  
**Cc:** McGinley, Nora <[Nora.McGinley@nlrb.gov](mailto:Nora.McGinley@nlrb.gov)>  
**Subject:** RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

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(b) (6), (b) (7)(C)

No the office does not close at two, but I'm not sure how long my supervisor Nora McGinley will be in the office today.

Alternatively, we can do a couple of things:

- 1) Wait until Wednesday (I have a zoom hearing tomorrow and am unavailable)
- 2) You can meet me near my home (b) (6), (b) (7)(C) area (b) (6), (b) (7)(C)

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov)

---

**From:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>  
**Sent:** Monday, August 24, 2020 10:39 AM

To: Fowle, Noah <[Noah.Fowle@nlrb.gov](mailto:Noah.Fowle@nlrb.gov)>

Cc: McGinley, Nora <[Nora.McGinley@nlrb.gov](mailto:Nora.McGinley@nlrb.gov)>

Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

Does the NLRB office close at 2? It will not be ready by 2. I will be driving up from

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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From: Fowle, Noah [<mailto:Noah.Fowle@nlrb.gov>]

Sent: Monday, August 24, 2020 10:03 AM

To: (b) (6), (b) (7)(C) <[\[REDACTED\]@UHhospitals.org](mailto:[REDACTED]@UHhospitals.org)>

Cc: McGinley, Nora <[Nora.McGinley@nlrb.gov](mailto:Nora.McGinley@nlrb.gov)>

Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

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(b) (6), (b) (7)

You can drop it off any time before 2pm today. My supervisor nora mcginley will be there and you should coordinate with her dropping off the thumb drive.

Noah Fowle

Field Attorney, NLRB – Region 8

1240 E. 9<sup>th</sup> Street, Room 1695

Cleveland, OH 44199-1086

216 303 7364 (office)

202 674 2311 (cell)

216 522 2418 (fax)

[noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov)

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From: (b) (6), (b) (7)(C) <[\[REDACTED\]@UHhospitals.org](mailto:[REDACTED]@UHhospitals.org)>

Sent: Sunday, August 23, 2020 10:56 PM

To: Fowle, Noah <[Noah.Fowle@nlrb.gov](mailto:Noah.Fowle@nlrb.gov)>

Cc: Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Claim\_ Correspondence \_LIT\_0002165\_<[\[F330518\].LEGAL@UHFILESTAPP06.uhhospitals.org](mailto:[F330518].LEGAL@UHFILESTAPP06.uhhospitals.org)>

Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

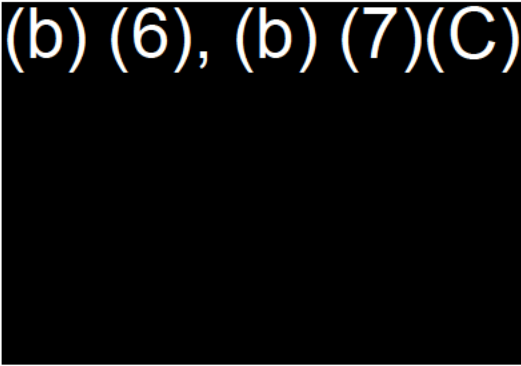
Mr. Fowle,

I don't believe I will be able to e-file our reponse because I cannot access the e-filing system from my remote worksite (I get a proxy error when I try to go into the electronic filing site). I will have to save them to a thumbdrive and hand deliver them to you on Monday.

Please provide me with an address and the hours your office is open for deliveries. If you are working remotely, I would be happy to drop them off someplace more convenient for you.

Thank you!

(b) (6), (b) (7)(C)



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From: Fowle, Noah [<mailto:Noah.Fowle@nlrb.gov>]  
Sent: Tuesday, August 18, 2020 4:14 PM  
To: (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>  
Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

**External E-mail: Careful opening links or attachments.**

No we don't. you can try to e-file the documents electronically through our website [www.nlrb.gov](http://www.nlrb.gov)

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov)

---

From: (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>  
Sent: Tuesday, August 18, 2020 3:09 PM  
To: Fowle, Noah <[Noah.Fowle@nlrb.gov](mailto:Noah.Fowle@nlrb.gov)>  
Cc: (b) (6), (b) (7)(C) <[REDACTED]> Claim\_ Correspondence \_LIT\_0002165\_ <{F330518}.LEGAL@UHFILESTAPP06.uhhospitals.org>  
Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

Does the NLRB have a shared filesite or dropbox type of program that it uses? UH does not.

(b) (6), (b) (7)(C)

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From: Fowle, Noah [<mailto:Noah.Fowle@nlrb.gov>]  
Sent: Tuesday, August 18, 2020 3:01 PM  
To: (b) (6), (b) (7)(C) [@UHhospitals.org](mailto:[REDACTED]@UHhospitals.org)>  
Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

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A shared file site is fine

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov)

---

From: (b) (6), (b) (7)(C) [@UHhospitals.org](mailto:[REDACTED]@UHhospitals.org)>  
Sent: Tuesday, August 18, 2020 2:53 PM  
To: Fowle, Noah <[Noah.Fowle@nlrb.gov](mailto:Noah.Fowle@nlrb.gov)>  
Cc: Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Claim\_ Correspondence \_LIT\_0002165\_<[\[F330518\].LEGAL@UHFILESTAPP06.uhhospitals.org](mailto:[F330518].LEGAL@UHFILESTAPP06.uhhospitals.org)>  
Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH) [UH-LEGAL.FID330518]

Mr. Fowle,

We did receive your email and we are intending to meet the August 24 deadline. The documents are quite voluminous. Is it possible to submit them via a shared file site? The other option is burning them to a cd and delivering it to you. I don't have the capability to print out all of the emails and responsive documents, and I am not sure you want them that way.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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From: Fowle, Noah [<mailto:Noah.Fowle@nlrb.gov>]  
Sent: Tuesday, August 18, 2020 1:49 PM  
To: Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>  
Cc: (b) (6), (b) (7)(C) <[\[REDACTED\]@UHhospitals.org](mailto:[REDACTED]@UHhospitals.org)>  
Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)

**External E-mail: Careful opening links or attachments.**

Ms. Manson,

Can you confirm receipt of my email from 8-13-20, and indicate if you anticipate meeting the deadline of Monday 8-24-20?

Call me if you would like to discuss your presentation of evidence further.

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nlrb.gov](mailto:noah.fowle@nlrb.gov)

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From: Fowle, Noah  
Sent: Thursday, August 13, 2020 7:36 AM  
To: Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>  
Cc: (b) (6), (b) (7)(C) <[\[REDACTED\]@UHhospitals.org](mailto:[REDACTED]@UHhospitals.org)>  
Subject: RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)

Ms. Manson,

I appreciate that (b) (6), (b) (7)(C) has added an allegation to 08-CA-262258 since filing it in June, along with filing 08-CA-263654 in July. However, the underlying facts remain the same in both cases. In addition, (b) (6) withdrew (b) (6) original charge, 08-CA-262173, in June. I have included courtesy copies of the current charge and allegations to this email. In order to keep with my own deadlines, I can provide you with a reasonable extension to Monday, August 24, 2020.

Call me if you would like to discuss further – I'm available this afternoon and Friday morning on my cell.

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
**202 674 2311 (cell)**  
216 522 2418 (fax)  
[noah.fowle@nrlb.gov](mailto:noah.fowle@nrlb.gov)

---

**From:** Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>  
**Sent:** Wednesday, August 12, 2020 2:17 PM  
**To:** Fowle, Noah <[Noah.Fowle@nrlb.gov](mailto:Noah.Fowle@nrlb.gov)>  
**Cc:** (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>  
**Subject:** RE: follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)

Mr. Fowle,  
University Hospitals has received 2 evidence request letters, the most recent received 1 week ago, as well as an email outlining what documentation you would like. All 3 contain different lists – some similar, but different items. This process has been confusing in that 4 charges were submitted where the allegations are similar, but reworded and with additional allegations added. We have been working diligently to gather the information in order to respond to these charges.  
Please clarify that your email below is the exhaustive list of what you require so we can continue to work to get you this information.

Responding to the evidence request is taking more time than anticipated and as a result UH requests an additional 2 weeks to complete.

Thank you.  
Marcie

Marcie Manson  
Deputy General Counsel  
University Hospitals  
Management Services Center  
3605 Warrensville Center Rd.  
Shaker Hts., Ohio 44122  
Ph.: 216-767-8236 Fax: 216-767-8260

---

**From:** Fowle, Noah [<mailto:Noah.Fowle@nrlb.gov>]  
**Sent:** Wednesday, August 12, 2020 1:46 PM  
**To:** Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>  
**Cc:** (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>  
**Subject:** follow up to PST and exhibits from 08-CA-263654 and 08-CA-262258 (UH)

**External E-mail: Careful opening links or attachments.**

Ms. Manson,

I am in receipt of your position statement and supporting exhibits. In reviewing it, I failed to find the following:



- (b) (6), (b) (7)(C) personnel file, excluding all medically sensitive information and other personal identification information, including but not limited to social security numbers;
- comparable discipline issued to any other employee for the same or similar reasons as the Employer issued the CA to Matthews on or about (b) (6), (b) (7)(C) 2020, since January 1, 2018;
- comparable discipline issued to any other employee for the same or similar reasons as the Employer issued the notice of termination to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020 since June 1, 2018;
- an explanation as to why (b) (6), (b) (7)(C) termination notice was issued to (b) (6), (b) (7)(C) in late July 2020;
- identify the individuals, and their titles, involved in the decision to issue the discipline to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including those individual(s) who carried out the issuance of the discipline; and
- identify the individuals, and their titles, involved in the decision to issue the notice of termination to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including those individual(s) who carried out the issuance of the discipline

Also, considerable evidence exists of extended communication via email and text message between (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) as well as (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C). Provide any and all records in your possession of any communication between them for the following dates: March 1, 2020 to July 30, 2020. If the Employer has no record of this communication, provide a brief explanation as to the Employer's efforts to search for it. Finally, if necessary, take a position either confirming or denying that (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) communicated with (b) (6), (b) (7)(C) via text message and email between March 1, 2020 to July 30, 2020.

Explain who drafted Exhibit E, the corrective action form issued to (b) (6), (b) (7)(C) on (b) (6), (b) (7)(C) and explain when the document's author interviewed (b) (6), (b) (7)(C) according to the paragraph describing the circumstances that led to the issuance of the correction action form to (b) (6), (b) (7)(C).

Finally, (b) (6), (b) (7)(C) has provided evidence of a certified letter, tracking number 70192280000216893354, delivered to the Employer on or about March 9, 2020 at 349pm and left with/signed for by an individual following an unsuccessful delivery attempt on March 7, 2020 at 222pm. (b) (6), (b) (7)(C) has also provided evidence of a read-receipt of that certified letter, tracking number 9590940253939189524307, returned to (b) (6), (b) (7)(C) on or about March 10, 2020. Provide an explanation as to the Employer's efforts to search for this information, as well as position confirming or denying that the Employer regularly receives mail at the following address: (b) (6), (b) (7)(C). Alternatively, in (b) (6), (b) (7)(C) March 30 email to (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) references the certified letter, provide an explanation as to what efforts, if any, (b) (6), (b) (7)(C) or any other employee, took to locate the certified letter and/or notify (b) (6), (b) (7)(C) that it had not been received.

Your exhibit B, the March 30, 2020 email from (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) includes attachments, provide copies of all of the attachments included in that message. Alternatively, provide a copy of your exhibits with clear bate stamps. I am unclear if pages 29-45 are the attachments referenced in (b) (6), (b) (7)(C) March 30 email.

Please refer to my original evidence request correspondence sent to you on July 16 and 25, and August 4 (attached as a courtesy).

Noah Fowle  
Field Attorney, NLRB – Region 8  
1240 E. 9<sup>th</sup> Street, Room 1695  
Cleveland, OH 44199-1086  
216 303 7364 (office)  
202 674 2311 (cell)  
216 522 2418 (fax)  
[noah.fowle@nlr.gov](mailto:noah.fowle@nlr.gov)

---

From: Manson, Marcie <[Marcie.Manson@UHhospitals.org](mailto:Marcie.Manson@UHhospitals.org)>  
Sent: Wednesday, August 12, 2020 11:30 AM  
To: Fowle, Noah <[Noah.Fowle@nlr.gov](mailto:Noah.Fowle@nlr.gov)>

cc: (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: (b) (6), (b) (7)(C) - NLRB Response (002).pdf

Good Morning,

The UH's response to the NLRB Charges filed by (b) (6), (b) (7)(C) along with the exhibits are attached. Please contact me or (b) (6), (b) (7)(C) if you should have any questions.

Thank you.

Marcie

Marcie Manson  
Deputy General Counsel  
University Hospitals  
Management Services Center  
3605 Warrensville Center Rd.  
Shaker Hts., Ohio 44122  
Ph.: 216-767-8236 Fax: 216-767-8260

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Federal and Ohio law protect patient medical information, including psychiatric\_disorders, (H.I.V) test results, A.I.Ds-related conditions, alcohol, and/or drug\_dependence or abuse disclosed in this email. Federal regulation (42 CFR Part 2) and Ohio Revised Code section 5122.31 and 3701.243 prohibit disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law.

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Federal and Ohio law protect patient medical information, including psychiatric\_disorders, (H.I.V) test results, A.I.Ds-related conditions, alcohol, and/or drug\_dependence or abuse disclosed in this email. Federal

regulation (42 CFR Part 2) and Ohio Revised Code section 5122.31 and 3701.243 prohibit disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law.

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**Claims & Litigation Services**  
Management Services Center  
3605 Warrensville Center Rd., LL 9115  
Shaker Heights, Ohio 44122  
216-767- 8050 Phone  
216-767-8260 Fax

August 26, 2020

**VIA HAND DELIVERY**

Noah Fowle, Esq.  
Field Attorney  
National Labor Relations Board  
Region 8  
1240 E. 9th Street, Suite 1695  
Cleveland, Ohio 44199-2086

Re: University Hospitals Case Nos.  
08-CA-262173  
08-CA-262258  
08-CA-263654

Dear Mr. Fowle:

This is in response to the documents requests in the (b) (6), (b) (7)(C) NLRB charges. For efficiency purposes and ease of reference, and to ensure we did not miss any requests, we combined all of the requests into one list and we will respond to each request listed in the charges or received by email.

**N. Fowle Email Request dated 08/13/2020:**

1. (b) (6), (b) (7)(C)' personnel file, excluding all medically sensitive information and other personal identification information, including but not limited to social security numbers;  
**Response: See attached Exhibit A.**
2. Comparable discipline issued to any other employee for the same or similar reasons as the Employer issued the CA to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, since January 1, 2018;  
**Response: UH does not track this information or maintain it in a searchable format. Based on the facts of this case, UH is aware that (b) (6), (b) (7)(C) was involved in the incident that resulted in the issuance of CA to (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) was issued a CA for violation of the same policy. See Exhibit B.**

3. Comparable discipline issued to any other employee for the same or similar reasons as the Employer issued the notice of termination to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020 since June 1, 2018;

**Response:** Comparable termination of employment for those in reporting to the same management team as (b) (6), (b) (7)(C) See Exhibit C.

4. An explanation as to why (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) termination notice was issued to (b) (6), (b) (7)(C) in late July 2020;

**Response:** The notice of termination was sent to (b) (6), (b) (7)(C) by regular mail on (b) (6), (b) (7)(C) 2020 and was returned, with the envelope opened, marked "Misdelayed RTS." See image of returned envelope attached as Exhibit D. A comparison of the handwriting on the envelope and other documents provided by (b) (6), (b) (7)(C) indicates that the handwriting on the return envelope noting "Misdelayed RTS" appears to belong to (b) (6), (b) (7)(C) UH has confirmed that the address listed on the envelope is correct and is (b) (6), (b) (7)(C) address.

5. Identify the individuals, and their titles, involved in the decision to issue the discipline to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including those individual(s) who carried out the issuance of the discipline;

**Response:** (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

6. Identify the individuals, and their titles, involved in the decision to issue the notice of termination to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including those individual(s) who carried out the issuance of the discipline

**Response:** (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

7. Also, considerable evidence exists of extended communication via email and text message between (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) as well as (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) Provide any and all records in your possession of any communication between them for the following dates: March 1, 2020 to July 30, 2020. If the Employer has no record of this communication, provide a brief explanation as to the Employer's efforts to search for it. Finally, if necessary, take a position either confirming or denying that (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) communicated with (b) (6), (b) (7)(C) via text message and email between March 1, 2020 to July 30, 2020.

**Response:** All emails between (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) are attached as Exhibit E. There were no text messages between (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C)

All emails and text messages between (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) are attached as Exhibit F.

8. Explain who drafted Exhibit E, the corrective action form issued to (b) (6), (b) (7)(C) on (b) (6), (b) (7)(C) and explain when the document's author interviewed (b) (6), (b) (7)(C) according to the paragraph describing the circumstances that led to the issuance of the corrective action form to (b) (6), (b) (7)(C)

**Response:** See the Position Statement regarding the (b) (6), (b) (7)(C) email for the circumstances that gave rise to the issuance of the Corrective Action. (b) (6), (b) (7)(C),



(b) (6), (b) (7)(C) drafted the corrective action form in conjunction with consultation with (b) (6), (b) (7)(C) also interviewed (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C), 2020, as a witness to the incident. The interview with (b) (6), (b) (7)(C) occurred prior to issuing the finalized corrective action on (b) (6), (b) (7)(C) 20.

9. Finally, (b) (6), (b) (7)(C) has provided evidence of a certified letter, tracking number 70192280000216893354, delivered to the Employer on or about March 9, 2020 at 3:49pm and left with/signed for by an individual following an unsuccessful delivery attempt on March 7, 2020 at 2:22pm. (b) (6), (b) (7)(C) has also provided evidence of a read-receipt of that certified letter, tracking number 9590940253939189524307, returned to him on or about March 10, 2020. Provide an explanation as to the Employer's efforts to search for this information, as well as position confirming or denying that the Employer regularly receives mail at the following address: (b) (6), (b) (7)(C), (b) (6), (b) (7)(C). Alternatively, in (b) (6), (b) (7)(C) March 30 email to (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) references the certified letter, provide an explanation as to what efforts, if any, (b) (6), (b) (7)(C) or any other employee, took to locate the certified letter and/or notify (b) (6), (b) (7)(C) that it had not been received.

Response: (b) (6), (b) (7)(C) claims (b) (6), (b) (7)(C) sent this document to UH by certified mail on March 9, 2020. After an exhaustive search, according to UH records, the certified mail was signed for by (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) at (b) (6), (b) (7)(C). At the time, (b) (6), (b) (7)(C) was in charge of receiving and distributing all mail for the first floor, so (b) (6), (b) (7)(C) certified mail was delivered to (b) (6), (b) (7)(C). The certified mail was never given to (b) (6), (b) (7)(C) as (b) (6), (b) (7)(C) has no record of receiving this certified mail. (b) (6), (b) (7)(C) received it by email from (b) (6), (b) (7)(C) on March 30, 2020. A complete copy of the email which, according to (b) (6), (b) (7)(C) contains the contents of the certified mail, is attached as Exhibit G.

10. Your exhibit B, the March 30, 2020 email from (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) includes attachments, provide copies of all of the attachments included in that message. Alternatively, provide a copy of your exhibits with clear bate stamps. I am unclear if pages 29-45 are the attachments referenced in (b) (6), (b) (7)(C) March 30 email.

Response: See Exhibit G.

#### **Written Requests - Charge No. 263654**

1. The Employer's factual account of, and response to, the allegations in the charge, including any case law where necessary;

Response: See Position Statement.

2. The personnel file of (b) (6), (b) (7)(C) including but not limited to all discipline issued to him. In responding to this request redact any Social Security numbers, tax identification numbers and any medically-sensitive information;

Response: Duplicate Request; See Exhibit A.



3. All correspondence between (b) (6), (b) (7)(C) and/or (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) including but not limited to text messages and emails, whether sent or received, between March 1, 2020 and July 30, 2020;

Response: Duplicate Request; See Exhibits E and F.

4. All correspondence between any representative of the Employer and (b) (6), (b) (7)(C) regarding any (b) (6), (b) (7)(C) leave requests by (b) (6), (b) (7)(C) between March 1, 2020 and July 30, 2020;

Response: See Exhibit H. Notably, there was a letter provided by (b) (6), (b) (7)(C) as part of this document request, dated April 20, 2020 addressed to (b) (6), (b) (7)(C) from (b) (6), (b) (7)(C) wherein (b) (6) references a union. UH has no record of receiving this letter, and management had no knowledge of its existence. Why (b) (6), (b) (7)(C) sent it to (b) (6), (b) (7)(C) is unclear, but (b) (6) did not send it to UH. Furthermore, why (b) (6), (b) (7)(C) would not send a letter of this importance by certified mail – which could be tracked – when (b) (6) sent the wrong telecommute policy by certified mail, is curious. Regardless, UH has no record of ever receiving this letter. This letter is dated after the COVID-19 pandemic hit and UH enacted the telecommute policies. During this time, the (b) (6), (b) (7)(C) Department had a small group who remained working on site. (b) (6), (b) (7)(C) manages the team, which included (b) (6), (b) (7)(C) who handles the incoming mail for the (b) (6), (b) (7)(C) Department. In addition to the staff who were assigned to the incoming mail, (b) (6), (b) (7)(C) handled the mail personally several times to help cover the volume. (b) (6), (b) (7)(C) consistently checked (b) (6), (b) (7)(C) inbox in the mail room and faxes. If the letter had been delivered to UH, (b) (6), (b) (7)(C) is confident (b) (6), (b) (7)(C) would have received it.

5. All notes, correspondence and any other documents related to the Employer's decision to terminate (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020;

Response: See Exhibits E and F, and Exhibit I.

6. Identify any individuals whom the Employer terminated for the same or similar reasons as it terminated (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, since January 1, 2018;

Response: Duplicate Request; See Exhibit C.

7. All rules, regulations, policies and/or procedures relied upon in reaching the decision to terminate (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020;

Response: See Exhibit B to UH's Position Statement.

8. Take a position as to when the Employer actually communicated its termination decision to (b) (6), (b) (7)(C), including but not limited to any explanation as to why it delayed in notifying (b) (6), (b) (7)(C) of this decision; UH takes the position that it communicated its termination to (b) (6), (b) (7)(C) when the notice of termination was mailed through the USPS on (b) (6), (b) (7)(C) 2020. It was sent to (b) (6), (b) (7)(C) by regular mail on (b) (6), (b) (7)(C) 2020 and was returned, with the envelope opened, marked "Misdelayed RTS." See image of returned envelope attached as Exhibit D. A comparison of the handwriting on the envelope and other documents provided by (b) (6), (b) (7)(C) indicates that the handwriting on the return envelope

noting “Misdelivered RTS” appears to belong to (b) (6), (b) (7)(C). UH has confirmed that the address listed on the envelope is correct and is (b) (6), (b) (7)(C) address.

9. Identify the individual(s) behind the decision to terminate (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including but not limited to the individuals who effectuated that decision;  
Response: Duplicate Request; See above.
10. Confirm the names and identify the job titles for each of the following individuals affiliated with the Employer, and state whether each individual qualifies as a supervisor and/or agent of the Employer under Sections 2(11) and 2(13) of the Act, respectively:  
(b) (6), (b) (7)(C)  
Response: See Position Statement. (b) (6), (b) (7)(C) is a (b) (6), (b) (7)(C) is a (b) (6), (b) (7)(C) ) and (b) (6), (b) (7)(C) is an (b) (6), (b) (7)(C)
11. Complete the attached commerce on questionnaire; and  
Response: See attached at Exhibit J.
12. Confirm the Employer’s full legal name  
Response: See Position Statement.

**Written Requests - Charge No. 262258**

1. The Employer’s factual account of, and response to, the allegations in the charge, including any case law where necessary;  
Response: See Position Statement.
2. Confirm the current employment status of (b) (6), (b) (7)(C) and take a position on whether or not (b) (6) has ever been eligible for unemployment benefits through (b) (6) work for the Employer between March 2020 and the present;  
Response: See Position Statement.
3. Confirm whether or not (b) (6), (b) (7)(C) is eligible to work from home, and identify which, if any, of the Employer’s work-from-home policies (b) (6) is eligible under;  
Response: See Position Statement.
4. All notes, correspondence, and/or any other documents related to any requests made by (b) (6), (b) (7)(C) to work from home from March 2020 to present;  
Response: See Exhibits E, F and I.
5. The personnel file of (b) (6), (b) (7)(C) including but not limited to all discipline issued to (b) (6), (b) (7)(C). In responding to this request redact any Social Security numbers, tax identification numbers and any medically-sensitive information;  
Response: Duplicate Request; See Exhibit A.

6. Confirm the names and identify the job titles for each of the following individuals affiliated with the Employer, and state whether each individual qualifies as a supervisor and/or agent of the Employer under Sections 2(11) and 2(13) of the Act, respectively:

(b) (6), (b) (7)(C) , and (b) (6), (b) (7)(C) ;

Response: Duplicate Request; See No. 10 under Charge No. 263654.

7. Complete the attached commerce on questionnaire; and

Response: Duplicate Request; See Exhibit J.

8. Confirm the Employer's full legal name,

Response: See Position Statement.

**Written Requests - Charge No. 262258**

1. All notes, correspondence and any other documentation related to the discipline issued to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C), 2020;

Response: See Exhibits E, F and I.

2. Provide all rules, regulations, policies, protocols and any other documents the Employer relied up in issuing the discipline to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C), 2020.

Response: See Position Statement.

3. Identify the individual(s) and their job titles involved in the decision to issue the discipline to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020, including those individual who carried out the issuance of the discipline; and

Response: Duplicate Request; See No. 5 under Noah Fowle email request above.

4. Provide the names and identifies and disciplinary documentation issue to any and all individuals issued discipline for the same or similar reasons as the Employer issued discipline to (b) (6), (b) (7)(C) on or about (b) (6), (b) (7)(C) 2020 since January 1, 2018

Response: Duplicate Request; See No. 2 under Noah Fowle email request above.

Sincerely,

*Marcie Manson*

Marcie Manson  
Deputy General Counsel  
University Hospitals Health System, Inc.

(b) (6), (b) (7)(C)

From:

(b) (6), (b) (7)(C)

Sent:

Thursday, July 20, 2017 2:30 PM

To:

(b) (6), (b) (7)(C)

Cc:

(b) (6), (b) (7)(C)

Subject:

(b) (6), (b) (7)(C)

Good Afternoon,

While working on adjustments, I notice that under (b) (6), (b) (7)(C) some of you are putting you  
comment code for the note you put in (b) (6), (b) (7)(C) This column should have the reason we are  
(b) (6), (b) (7)(C) etc. Please start using the reasons and not comment codes.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, December 04, 2017 10:52 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: Adjustments  
**Importance:** High

Good morning,

Dear (b) (6), (b) (7)(C)

I will submit them to you at 3 PM sharp.

Sincerely,

//s// (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

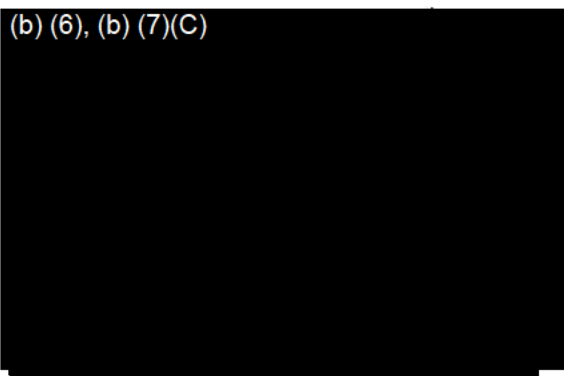
Confidential Quality Assurance Peer Review. Privileged Pursuant to G.D.C. Sections 2305.24, 2305.25, 2305.251, 2305.252, 2305.253 and all other applicable laws.

**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, December 04, 2017 10:50 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Adjustments

Are your adjustments ready for my review? I would like them by the end of the day please.  
Thanks

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)





# Corrective Action

Employee Name: (b) (6), (b) (7)(C)

Job Title: (b) (6), (b) (7)(C)

Department: (b) (6), (b) (7)(C)

ID: (b) (6), (b) (7)(C)

Purpose of Report (Check One)

☒ Confirmation of Counseling

☐

Final Warning

☐

Warning

☐

Discharge

Describe event(s) in detail:

On 12/4/17, you were advised via email to turn in adjustment forms to me by the end of the day. This conversation was started because I have never received an adjustment form from you in over a year. You failed to complete this task in accordance to the (b) (6), (b) (7)(C) Adjustment Policy and Procedure distributed on 6/26/17. The attached adjustments dated from 8/16/17-12/22/17 did not have any comments as mentioned in policy, "All write-offs requiring Manager and above approval must be submitted on the RCM Adjustment Request Approval Form and require detail explanation in comment field."

Your behavior is in violation of the UH Corrective Action policy – HR#72. According to policy, failure to adhere to directives warrants corrective action.

Describe any previous action taken, and/or action needed going forward:

(b) (6), (b) (7)(C) you have been in the department since (b) (6), (b) (7)(C) and are a valuable member of our team! I'm confident you can be successful in your role. I will continue to monitor your performance and meet with you to provide coaching and training as needed.

Going forward, you need to adhere to the following action plan:

- Adhere to priority deadlines.
- Turn in completed, accurate adjustment forms as applicable.
- Incomplete adjustments attached will be returned to you for corrections. Corrected adjustments need to be returned to me on or before 1/17/18.
- When at work, stay focused on completing the tasks at hand.
- Be open to constructive feedback, and discuss any work related concerns with me in a proactive manner.

Measurement of Progress and Feedback

I am available to offer you any assistance or guidance as needed. EAP is also a helpful resource, and a Counselor can be reached at 216.983.4327. At the same time, I expect that you will be able to demonstrate your ability to comply with these directives. Please note that your continued failure to meet performance expectations will result in further corrective action. Ideally, you can learn and grow from this experience so further corrective action is not needed.



(b) (6), (b) (7)(C)

Manager Sign: \_\_\_\_\_

Date: \_\_\_\_\_

(b) (6), (b) (7)(C)

18

I have read this report and have been given an opportunity to comment. My signature acknowledges that I have read and received a copy of this report. I understand that I may contact a HR representative, to discuss questions or concerns related to this document including optional complaint resolution steps.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

18

Employee's Comments: \_\_\_\_\_

*I will challenge the confirmation of counseling.*

Confidential

Cc: Human Resources, Employee File

(b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, December 04, 2017 10:52 AM  
**To:** [REDACTED]  
**Subject:** RE: Adjustments  
**Importance:** High

Good morning,

Dear (b) (6), (b) (7)(C)

I will submit them to you at 3 PM sharp.

Sincerely,

//s// (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Confidential Quality Assurance Peer Review. Privileged Pursuant to G.D.C. Sections 2305.24, 2305.25, 2305.251, 2305.252, 2305.253 and all other applicable laws.

**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, December 04, 2017 10:50 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Adjustments

Are your adjustments ready for my review? I would like them by the end of the day please.  
Thanks

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

From:

(b) (6), (b) (7)(C)

Sent:

Thursday, July 20, 2017 2:30 PM

To:

(b) (6), (b) (7)(C)

Cc:

(b) (6), (b) (7)(C)

Subject:

(b) (6), (b) (7)(C)

Good Afternoon,

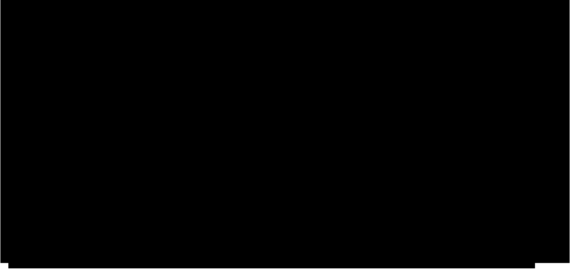
While working on adjustments, I notice that under (b) (6), (b) (7)(C) some of you are putting you  
comment code for the note you put in (b) (6), (b) (7)(C) This column should have the reason we are (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) etc. Please start using the reasons and not comment codes.

Thanks.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



Anecdotal Form

# Corrective Action

Employees Name: (b) (6), (b) (7)(C)

Job Title: (b) (6), (b) (7)(C)

Department: (b) (6), (b) (7)(C)

ID: 1146893

Purpose of Report (Check One) *Anecdotal*

☒ ~~Confirmation of Counseling~~

☐

Final Warning

☐

Warning

☐

Discharge

### Describe event(s) in detail:

On 12/4/17, you were advised via email to turn in adjustment forms to me by the end of the day. This conversation was started because I have never received an adjustment form from you in over a year. You failed to complete this task in accordance to the (b) (6), (b) (7)(C) Adjustment Policy and Procedure distributed on 6/26/17. The attached adjustments dated from 8/16/17-12/22/17 did not have any comments as mentioned in policy, "All write-offs requiring Manager and above approval must be submitted on the RCM Adjustment Request Approval Form and require detail explanation in comment field."

Your behavior is in violation of the UH Corrective Action policy – HR#72. According to policy, failure to adhere to directives warrants corrective action.

### Describe any previous action taken, and/or action needed going forward:

(b) (6), (b) (7)(C) you have been in the department since (b) (6), (b) (7)(C) and are a valuable member of our team! I'm confident you can be successful in your role. I will continue to monitor your performance and meet with you to provide coaching and training as needed.

Going forward, you need to adhere to the following action plan:

- Adhere to priority deadlines.
- Turn in completed, accurate adjustment forms as applicable.
- Incomplete adjustments attached will be returned to you for corrections. Corrected adjustments need to be returned to me on or before 1/17/18.
- When at work, stay focused on completing the tasks at hand.
- Be open to constructive feedback, and discuss any work related concerns with me in a proactive manner.

### Measurement of Progress and Feedback

I am available to offer you any assistance or guidance as needed. EAP is also a helpful resource, and a Counselor can be reached at 216.983.4327. At the same time, I expect that you will be able to demonstrate your ability to comply with these directives. Please note that your continued failure to meet performance expectations will result in further corrective action. Ideally, you can learn and grow from this experience so further corrective action is not needed.

(b) (6), (b) (7)(C)

Manager Sign

Date:

(b) (6), (b) (7)(C)

1/18

I have read this report and have been given an opportunity to comment. My signature acknowledges that I have read and received a copy of this report. I understand that I may contact a HR representative, to discuss questions or concerns related to this document including optional complaint resolution steps.

Employee's Signature:

(b) (6), (b) (7)(C)

Date:

(b) (6), (b) (7)(C)

1/18

Employee's Comments: I WILL CHALLENGE THE CONFIRMATION OF COUNSELING.

Confidential

Cc: Human Resources, Employee File



I. EMPLOYEE DATA			
<b>First Name</b> (b) (6), (b) (7)(C)	<b>M.I</b>	<b>Last Name</b> (b) (6), (b) (7)(C)	<b>Employee Number</b> (Enter exactly as in Oracle) (b) (6), (b) (7)(C)
<b>Position</b> (b) (6), (b) (7)(C)			<b>Year</b> Hired (b) (6), (b) (7)(C)
<b>Entity</b> Customer Service Center		<b>Department</b> (b) (6), (b) (7)(C)	
<b>(Check one)</b> <input checked="" type="checkbox"/> Confirmation of Counseling <input type="checkbox"/> Warning <input type="checkbox"/> Final Warning/Suspension <input type="checkbox"/> Discharge			
II. CIRCUMSTANCES			
<b>Dates of attendance or tardiness occurrences:</b>			
<b>Describe the circumstances leading to the corrective action:</b>			
<p>             (b) (6), (b) (7)(C) replied to an email sent by another employee in the (b) (6), (b) (7)(C) Dept. on (b) (6), (b) (7)(C) 20, but said (b) (6), (b) (7)(C) didn't realize that (b) (6), (b) (7)(C) hit "reply all" when (b) (6), (b) (7)(C) responded. As a result, (b) (6), (b) (7)(C) reply went to a group of 13 people who have been working as a group on new processes to improve the flow of correspondence.           </p> <p>             (b) (6), (b) (7)(C) your email violated HR-63 Professional Behavior policy. (b) (6), (b) (7)(C) email to this employee included comments such as "If you are educated act like it" and "I don't know if your mind was present during the meeting". (b) (6), (b) (7)(C) this email went to multiple people, and did not demonstrate University Hospitals value of teamwork.           </p> <p>             SEE ALSO ATTACHED EMAIL SENT BY (b) (6), (b) (7)(C)           </p>			
<b>Please note the policy and procedure violated:</b>			
<p>HR 63 Professional Behavior 2.1.12 Comment that undermine the professionalism of any employee.</p> <p>HR 72-Corrective Action</p> <p>*Employee was given copies of both policies.</p>			
III. ACTION PLAN			
<p>             The purpose of this confirmation of counseling is to document the verbal instructions given to (b) (6), (b) (7)(C) in our discussion on (b) (6), (b) (7)(C) 20 with myself and (b) (6), (b) (7)(C). This email does not uphold the UH value of Teamwork.           </p> <p>             It is University Hospital goal for employees to speak up about issues that may concern them. However when speaking up about issues, professionalism needs to be mandated. In the future, please address an issue privately directly with the employee involved or with your supervisor and/or your manager, as we are here to assist you.           </p>			



<b>IV. EMPLOYEE COMMENTS</b>	
<b>V. SIGNATURE OF ACKNOWLEDGMENT</b>	
I understand that I may contact an HR representative to discuss questions or concerns related to this document including optional complaint resolution steps. Other than in cases of discharge, should the performance concerns outlined in this document continue, additional corrective action up to and including discharge may occur.	
<b>Employee Signature</b>	<b>Date</b> (b) (6), (b) (7)(C) 20
<i>Refused to sign</i>	(b) (6), (b) (7)(C) 20
<b>Manager Signature</b>	<b>Date</b> 2-4-20
(b) (6), (b) (7)(C)	(b) (6), (b) (7)(C) 20

**PLEASE RETURN THIS FORM TO YOUR LOCAL HUMAN RESOURCES DEPARTMENT**

(b) (6), (b) (7)(C)

From:

(b) (6), (b) (7)(C)

Sent:

(b) (6), (b) (7)(C) 2020 5:01 PM

To:

(b) (6), (b) (7)(C)

Cc:

Subject:

RE: Lockbox address

Categories:

Red Category

Good evening.

First and foremost, (b) (6), (b) (7)(C) each time we met or had informal or formal conversation(s) our interaction has always been conducted with great respect and admiration.

I request that we continue this type of communication.

Next time you come over and speak to me (b) (6), (b) (7)(C) about any issue please exercise professionalism and decorum.

If, you are educated please act like it.

I did not appreciate your aggressive and uncouth behavior, which you exhibited in-front of fellow colleagues and I.

For example, (b) (6), (b) (7)(C) you holding a stack of papers this late afternoon in the aisle of my cubicle (documents that were delivered to the scanning room early this morning to be imaged) and stating in a maladroit fashion, "dropping mail up on the second floor" and "you expect us to mail them (the correspondence(s)) to the lockboxes."

Not only did I not appreciate your aggressive and uncouth behavior I will continue to emphasize that your juvenile attitude, loudness and immature presentation of misrepresented facts was not justified in regards to an issue that was resolved concerning payer correspondence(s) being sent to a lockbox.

However, what you did state and not suggest in the said meeting on (b) (6), (b) (7)(C) 2020 approximately 1:00 PM that you, (b) (6), (b) (7)(C) was working with the mail room in-regards "to sending correspondence(s) to the lockbox".

Not only was your misrepresented information not substantiated (b) (6), (b) (7)(C) but you also incorrectly characterized fellow colleague (b) (6), (b) (7)(C) and I job position of the (b) (6), (b) (7)(C) as being (b) (6), (b) (7)(C)

Now I will further address the aforesaid issue that you unprofessionally presented (not having or showing the experience, skill, etc., that is expected or appropriate in a person whom is trained to do a job well).

I believe you stated (not verbatim) that "correspondence(s) being sent to a lockbox was discussed in the meeting and that (b) (6), (b) (7)(C) and I was instructed and/or supposed to send the correspondence for the second floor scanning room to designated lockboxes for each facility(ies)."

When an inquiry was made to you, (b) (6), (b) (7)(C) this afternoon in-regards "to what correspondence(s) being sent to a lockbox?"

You, (b) (6), (b) (7)(C) suggested documents (that were delivered early this morning to the scanning room) to be imaged by your team were to be sent to the lockbox.

The information, which you brought to our attention this afternoon (b) (6), (b) (7)(C) in-regards to what you, (b) (6), (b) (7)(C) believed was "indicated" at the meeting on (b) (6), (b) (7)(C) 2020 was psychotomimetic.

I don't know if your mind was present in the meeting, however I will be delighted to inform you that (b) (6), (b) (7)(C) and I was never presented in the real world with the duty of sending out mail.

Long story short...there were any mention of such.

Enjoy the rest of your evening!

I will be patiently awaiting you response. ☺

Sincerely,

//s/ (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)

Confidential Quality Assurance Peer Review Privileged Information to HIPAA Sections 2305.24, 2305.25, 2305.251, 2305.252, 2305.253 and all other applicable laws

From: (b) (6), (b) (7)(C)  
Sent: Wednesday, (b) (6), (b) (7)(C) 2020 3:37 PM  
To: (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; Snyder, Donald W <Donald.Snyder@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>;  
Cc: (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>;  
Subject: RE: Lockbox address

If the source lockbox isn't obvious then please use the UH Cleveland Medical Center lockbox address.

From: (b) (6), (b) (7)(C)  
Sent: Wednesday, (b) (6), (b) (7)(C) 2020 3:33 PM  
To: (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>;  
Cc: (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>;  
Subject: RE: Lockbox address

(b) (6), (b) (7)(C)

Just want to see what you all thing about if the source lockbox isn't obvious – what Lockbox should it be sent to? Like you note, not for everything, but if they can't tell on the document – where should we send?

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Phone: (b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)  
Sent: Wednesday, (b) (6), (b) (7)(C) 2020 3:26 PM  
To: (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>;  
Cc: (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>;

**(b) (6), (b) (7)(C)**@UHhospitals.org>  
Subject: Lockbox address

Hello – Please use the lockbox addresses below to send correspondence to for each facility.

This will allow our Document Imaging department to focus on indexing the scanned documents received from **(b) (6), (b) (7)(C)** in a timely manner.

If you have any questions or concerns please let us know!

**UH Cleveland Medical Center**

Dept. 781954  
Detroit, MI 48278-1954

**UH Ahuja Medical Center**

Dept. 781966  
Detroit, MI 48278-1966

**UH Conneaut Medical Center**

Dept. 781906  
Detroit, MI 48278-1906

**UH Geauga Medical Center**

Dept. 781728  
Detroit, MI 48278-1728

**UH Geneva Medical Center**

Dept. 781851  
Detroit, MI 48278-1851

**UH Regional Medical Center (Richmond Medical Center and Bedford Medical Center)**

Dept. 781847  
Detroit, MI 48278-1847

**UH Parma Medical Center**

PO Box 771890  
Detroit, MI 48277-1890

**UH Elyria Medical Center**

PO Box 781680  
Detroit, MI 48273-1680

**UH Portage Medical Center**

Dept. 781401  
Detroit, MI 48273-1401

**UH St John Medical Center**

PO Box 772009  
Detroit, MI 48277-2009

**UH Samaritan Medical Center**

P.O. Box 772086  
Detroit, MI 48277-2086

**2020 is the year of clear vision**  
**Let's see together**  
**Let's work together**  
**Let's achieve together**

Thanks,

**(b) (6), (b) (7)(C)**

Phone: **(b) (6), (b) (7)(C)**

Email: **(b) (6), (b) (7)(C)** [UHhospitals.org](mailto:UHhospitals.org)

# Corrective Action

**Employees Name:** (b) (6), (b) (7)(C)**Job Title:** (b) (6), (b) (7)(C)**Department:** (b) (6), (b) (7)(C)**Employee ID:** (b) (6), (b) (7)(C)**Purpose of Report (Check One)**☒ Confirmation of Counseling☐ Final Warning☐ Warning☐ Discharge**Describe event(s) in detail:**

On (b) (6), (b) (7)(C) 2020 it was brought to my attention that you had a conversation with (b) (6), (b) (7)(C) regarding how (b) (6), (b) (7)(C) was still submitting mail documents to the second floor scanning room. We discussed this conversation on Friday January 24<sup>th</sup>, upon my return from Cerner in PA and further discussed this conversation on January 31<sup>st</sup>. I also met with the (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) to discuss their review of the situation and discussions with team members regarding what occurred.

Based on my review and throughout these conversations the conclusion is that your discussion with (b) (6), (b) (7)(C) was specific to why (b) (6), (b) (7)(C) was still sending documentation to the second floor scanning room. The perception of this discussion from (b) (6), (b) (7)(C) and the personnel in the surrounding area was that the tone and approach was disrespectful and inappropriate.

Based on the feedback received from leaders and the staff this constitutes a violation of the UH "Professional Behavior" policy HR-63. According to the attached policy it is the duty of all workforce members to promote standards of professional behavior. UH will not tolerate disruptive behaviors that may lead to undermined morale, diminished productivity, ineffective or substandard care/service or distress to others. Further, the policy details that defiant approaches to problem solving and difficulty collaborating with others are examples of behaviors that are prohibited and warrant corrective action.

**Describe any previous action taken, and/or action needed going forward:**

(b) (6), (b) (7)(C) you are a valuable and valued leader with UH, and we want to see you succeed and grow. In an effort to support this growth you need to

- Discuss concerns about process breakdown with department supervisors, not individual contributors
- Be sensitive to tone in conversation and written/email communication
- Don't focus on being right or winning the battle, focus on doing the right thing in the workplace and supporting UH core Values of excellence, diversity, integrity, compassion and teamwork.
- Be open to constructive feedback, discuss performance concerns with Supervisor/Manager.
- Adhere to the UH Professional Behavior Policy

**Supervisor Signature**

(b) (6), (b) (7)(C)

**Title:**

(b) (6), (b) (7)(C)

**Date:**

(b) (6), (b) (7)(C)

/ 2020



I have read this report and have been given an opportunity to comment. My signature acknowledges that I have read and received a copy of this report. I understand that I may contact a HR representative, to discuss questions or concerns related to this document including optional complaint resolution steps.

(b) (6), (b) (7)(C)

Employee's Sign

Date:

(b) (6), (b) (7)(C)

1/20

Employee's Comments:

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## COMPARABLE TERMINATIONS

First Name	Last Name	Violation	Action Level	VP
(b) (6), (b) (7)(C)		Attendance	Discharge	(b) (6), (b) (7)(C)
		Attendance	Discharge	
		Attendance	Discharge	
		Attendance	Discharge	
		Attendance	Discharge	

 **University Hospitals**  
(b) (6), (b) (7)(C)

 150  
1966 - 2016

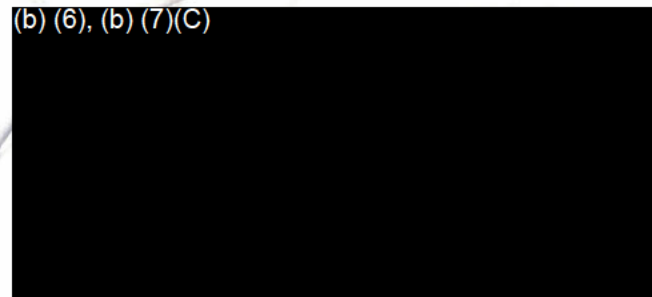


U.S. POSTAGE PITNEY BOWES



ZIP 44122 \$ 000.50<sup>0</sup>  
Q2 1W  
0001400790 JUN 18 2020

(b) (6), (b) (7)(C)



*Donated*

*Misdelivered  
RTS*



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, March 20, 2020 3:52 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

**Importance:** High

Good afternoon.

Dear (b) (6), (b) (7)(C) et al:

On behalf of the (b) (6), (b) (7)(C) Team I wanted to express my ongoing concerns of working closely and interacting with individuals every day in a highly-trafficked office space.

Like many of us, I have been watching the news daily concerning the coronavirus (COVID-19) pandemic. And per my previous correspondence (b) (6), (b) (7)(C)

However, I do want to work.

I have the capabilities and access to work remotely from home to promote social distancing and limit the transmission of the coronavirus as it is a Center of Disease Control (CDC), State and U.S. Federal Government recommendation.

I am requesting to start working remotely from home starting Monday, (b) (6), (b) (7)(C) 2020.

I believe every effort we can make to help flatten the curve until we get more guidance and reevaluation of this public health event from the World Health Organization (WHO), CDC, State and U.S. Federal Government, is valuable.

Respectfully,

/s/ (b) (6), (b) (7)(C)

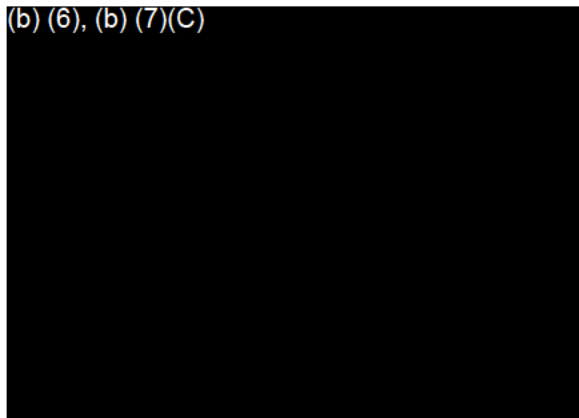
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, March 18, 2020 5:45 AM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** RE: Coronavirus (COVID-19) PTO Leave

Understand – thanks (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



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From: (b) (6), (b) (7)(C)

Sent: Tuesday, March 17, 2020 10:23 PM

To: (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>; (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

Cc: (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

Subject: Coronavirus (COVID-19) PTO Leave

Importance: High

Good evening.

Dear (b) (6), (b) (7)(C) et al:

On Monday, March 16, 2020, we had a conversation concerning the coronavirus (COVID-19) pandemic and available leave and work options for employees at University Hospitals regarding this matter.

(b) (6), (b) (7)(C)

Therefore, I find it necessary to inform you my Paid Time Off (PTO) of forty (40) hours will be utilize starting Wednesday, (b) (6), (b) (7)(C) 2020, and tentatively ending on Wednesday, (b) (6), (b) (7)(C), 2020.

I appreciate your understanding.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, March 25, 2020 7:09 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Coronavirus (COVID-19) Reasonable Notification Leave

Hi (b) (6), (b) (7)(C)


I'm sorry for the delay in getting back to you. We have all been extremely busy over the last 3 weeks or so in working to maintain daily operations and mobilize many to work from home in a very short period of time during a situation that was changing daily. With 2 of the 3 (b) (6), (b) (7)(C) team unexpectedly out of the office, we've had some challenges covering the work for your team that needs to be done in office.

To work from home, the UH requirements for every (b) (6), (b) (7)(C) employee were 1) be WFH function 2) have proper equipment/ internet access 3) be measurable 4) have leadership oversight and 5) have signed agreement and proof (picture) of appropriate private space with door. Until today, your team only qualified for part time work from home and you didn't want that. The Dept. Director must sign to approve each request to work from home that an employee submits. We don't have a signed form from you to get approved so I attached one for you to review, sign and return if you are in agreement. We also need a picture of your work space.

No one is forced to come to work with Covid-19. If their function couldn't be work from home, they can take PTO, unpaid, etc. with no penalty. As of today, I have a way to measure productivity and (b) (6), (b) (7)(C) helpers to do the in-office work that could allow your team to temporarily work from home during this crisis. Note that until the attached form is signed, returned and approved, I will enter additional PTO in Kronos for your time away from work. Thanks.

P.S. Where is the key to your cabinet and drawers? With you out for an extended period, we need to access any items related to your job.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Sent:** Wednesday, March 25, 2020 12:00 AM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** FW: Coronavirus (COVID-19) Reasonable Notification Leave  
**Importance:** High



Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I am also greatly concern/afraid of contracting the virus working and contracting the virus working closely and interacting with individuals every day in a highly-trafficked office space.

I made several requests for reasonable accommodation to no avail.

I have expressed my concerns in prior emails and in person on March 20, 2020, and am notifying you that I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.

Respectfully,

/s/ (b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C) @UHHospitals.org>

**Sent:** Tuesday, March 24, 2020 3:10 PM

**To:** (b) (6), (b) (7)(C) @UHHospitals.org>

**Cc:** (b) (6), (b) (7)(C) @UHHospitals.org>

**Subject:** FW: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

**Importance:** High

Good afternoon.

Dear (b) (6), (b) (7)(C) :

Based on my understanding of (b) (6), (b) (7)(C) email on [Monday, March 23, 2020](#). I should resubmit my (b) (6), (b) (7)(C) that was made on March 16, 2020, to her to you for me to work remotely from home (b) (6), (b) (7)(C) and I am greatly concern/afraid of contracting the virus.

(b) (6), (b) (7)(C)

Per (b) (6), (b) (7)(C) email you would be contacting me.

Cordially,

/s/ (b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 24, 2020 2:57 PM  
**To:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>  
**Cc:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>  
**Subject:** FW: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing  
**Importance:** High

Good afternoon.

Dear (b) (6), (b) (7)(C) :

Based on my understanding of (b) (6), (b) (7)(C) email I should resubmit (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) that was made on March 16, 2020, to her to you for me to work remotely from home (b) (6), (b) (7)(C) and I am greatly concern/afraid of contracting the virus.

(b) (6), (b) (7)(C)

Per (b) (6), (b) (7)(C) email you would be contacting me yesterday on Monday, March 23, 2020.

Cordially,

/s/ (b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 23, 2020 7:31 AM  
**To:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>  
**Cc:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>  
**Subject:** RE: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

Hi (b) (6), (b) (7)(C)

As you are aware, we implemented an emergency work from home policy last week for functions that are able to work from home and have productivity measured. Since your function did not previously have productivity, as well as involved physical mail sorting and scanning, (b) (6), (b) (7)(C) has been working to quickly implement productivity in order to accommodate the (b) (6), (b) (7)(C) team to work from home.

I am sure (b) (6), (b) (7)(C) will be in touch with you today – although you can always call to discuss further. We will be working to take additional work from home measures based on the new guidance from the Governor that goes into effect tonight, however, as a hospital is considered essential, we will not be completely shut down.

Again – please work with (b) (6), (b) (7)(C) to discuss any concerns you have. This is new for all of us and we are working through it as best as we can while still maintaining operations.

Thanks for your understanding.

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From: (b) (6), (b) (7)(C) @UHhospitals.org>  
Sent: Friday, March 20, 2020 3:52 PM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing  
Importance: High

Good afternoon.

Dear (b) (6), (b) (7)(C) et al:

On behalf of the (b) (6), (b) (7)(C) Team I wanted to express my ongoing concerns of working closely and interacting with individuals every day in a highly-trafficked office space.

Like many of us, I have been watching the news daily concerning the coronavirus (COVID-19) pandemic. And per my previous correspondence (b) (6), (b) (7)(C)

However, I do want to work.

I have the capabilities and access to work remotely from home to promote social distancing and limit the transmission of the coronavirus as it is a Center of Disease Control (CDC), State and U.S. Federal Government recommendation.

I am requesting to start working remotely from home starting Monday, (b) (6), (b) (7)(C) 2020.

I believe every effort we can make to help flatten the curve until we get more guidance and reevaluation of this public health event from the World Health Organization (WHO), CDC, State and U.S. Federal Government, is valuable.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Wednesday, March 18, 2020 5:45 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: Coronavirus (COVID-19) PTO Leave

Understand – thanks (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Tuesday, March 17, 2020 10:23 PM

To: (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org>

Cc: (b) (6), (b) (7)(C) @UHhospitals.org>

Subject: Coronavirus (COVID-19) PTO Leave

Importance: High

Good evening.

Dear (b) (6), (b) (7)(C) et al:

On Monday, March 16, 2020, we had a conversation concerning the coronavirus (COVID-19) pandemic and available leave and work options for employees at University Hospitals regarding this matter.

(b) (6), (b) (7)(C)

Therefore, I find it necessary to inform you my Paid Time Off (PTO) of forty (40) hours will be utilize starting Wednesday, (b) (6), (b) (7)(C) 2020, and tentatively ending on Wednesday, (b) (6), (b) (7)(C), 2020.

I appreciate your understanding.

Respectfully,

/s/ (b) (6), (b) (7)(C)

.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Thursday, March 26, 2020 12:13 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** FW: COVID-19 Reasonable Notification Leave

Dear (b) (6), (b) (7)(C) :

You stated in your previous email that you don't have a signed copy of the attached Emergency Work from Home form. My (b) (6), (b) (7)(C) was submitted on March 16, 2020 at the time I was permitted to work remotely from home.

Nevertheless, as instructed I will review the attached Emergency Work from Home form before signing.

You also asked, "Where is the key to your cabinet and drawers?"

As each employee were given their own set of keys to not only lock up personal belongings but securely protect patient's health information and other highly sensitive documents.

The keys that were assigned to me are understandably, with me.

All the items and supplies related to my job is on my desk (desktop pc with dual monitors, scanner and corded mouse) including the software applications (b) (6), (b) (7)(C) and OnBase. The only items and supplies in my metal overhead cabinet and bottom drawers are paperclips, rubber bands, stapler, stapler removal, folder divider and a scotch tape holder.

Nevertheless, I understand from your email that you need the key. I will definitely arrange to get the key to the office.

Meanwhile, I will contact (b) (6), (b) (7)(C) . (b) (6) definitely have a copy of my key to give to you.

Please feel free to call me, if you have any questions concerning this matter.

(b) (6), (b) (7)(C)

/s/ (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 24, 2020 11:59 PM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** FW: COVID-19 Reasonable Notification Leave

Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I am also greatly concern/afraid of contracting the virus working and contracting the virus working closely and interacting with individuals every day in a highly-trafficked office space.

I made several requests for reasonable accommodation to no avail.

I have expressed my concerns in prior emails and in person on March 20, 2020, and am notifying you that I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.

Respectfully,

/s/ (b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Saturday, March 28, 2020 9:15 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Alternative Work Arrangement - Telecommuter.pdf

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

Please find attached the prior submitted document.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Sunday, March 29, 2020 8:39 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Alternative Work Arrangement - Telecommuter.pdf

I cannot accept this form as your submission to request review/approval from the director for work from home. I don't have record that you ever gave us this form on 3-2-20 or I would have notified you it was the wrong form sooner. Maybe you pulled this form off the UH Intranet, but it doesn't apply to this situation or the insurance follow-up department.

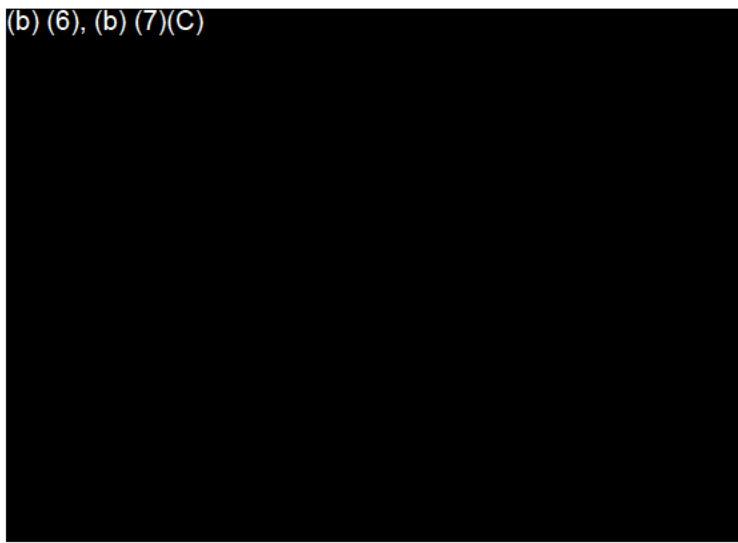
All (b) (6) employees are using the Emergency work from home policy created for Covid-19. Insurance follow-up wasn't using a work from home for our dept. prior to Covid-19 although we were looking into possibly instituting one in the future prior to Covid-19.

Please review the correct form instead that I've attached again and that I sent you recently via email. Sign and return if in agreement as you can't start work from home without it. I still need your cabinet key so feel free to drop off the signed form and key to security. We also need a photo of your work area.

I will continue to use any PTO you may have up to your stated (b) (6) -20 return to work date until any work from home start date is established. Thanks.

*I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.*

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Sent:** Saturday, March 28, 2020 9:15 PM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** Alternative Work Arrangement - Telecommuter.pdf

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

Please find attached the prior submitted document.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 8:07 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Resubmitted Work From Home Document

**Importance:** High

Dear (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

Again, find the attached the prior submitted Alternative Work Arrangement – Telecommuter document (b) (6), (b) (7)(C), USPS records (show documents were delivered on March 09, 2020), and resent picture of the secure room with a lock, which I will be working in.

The room is only accessible by me.

I would like to work remotely from home as my fellow co-workers are presently doing. I would like to continue to assist (b) (6), (b) (7)(C) as well as the (b) (6), (b) (7)(C) Team.

At this time I have still not received any response or approval from you for me to work remotely from home.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 9:06 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Resubmitted Work From Home Document

**Importance:** High

(b) (6), (b) (7)(C)

You're making this harder than it needs to be. Now that we have a productivity measure and coverage, (b) (6), (b) (7)(C) will approve you to work from home once you sign and return the proper paperwork. You don't need a "reasonable accommodation". You do need to sign the proper paperwork.

(b) (6), (b) (7)(C) never mentioned receiving what you've attached so I don't think they brought it to (b) (6), (b) (7)(C) so far. Regardless, like I mentioned again in the email I sent you this AM, this form you pulled from somewhere isn't applicable to the Covid-19 temporary work from home policy anyway and can't be used.

If you want to work from home, please review, sign, and return the form I resent to you again today. If not, I'll continue to use PTO while you are out until it runs out. Thanks.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Sent:** Monday, March 30, 2020 8:07 PM  
**To:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>  
**Subject:** Resubmitted Work From Home Document  
**Importance:** High

Dear (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

Again, find the attached the prior submitted Alternative Work Arrangement – Telecommuter document (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) ), USPS records (show documents were delivered on March 09, 2020), and resent picture of the secure room with a lock, which I will be working in.

The room is only accessible by me.

I would like to work remotely from home as my fellow co-workers are presently doing. I would like to continue to assist (b) (6), (b) (7)(C) as well as the (b) (6), (b) (7)(C) Team.

At this time I have still not received any response or approval from you for me to work remotely from home.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 31, 2020 5:30 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: Resubmitted Work From Home Document

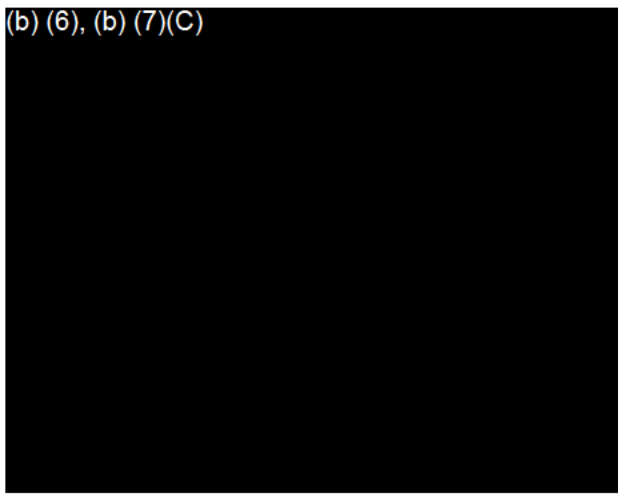
Hi (b) (6), (b) (7)(C)

I have not received this mail item yet – however, please complete the applicable form from our emergency work from home policy.

This policy you signed does not apply in this situation. As you know, our department does not have a work from home policy and implemented an “emergency policy” to accommodate COVID-19.

Thanks!

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 8:07 PM  
**To:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>  
**Subject:** Resubmitted Work From Home Document  
**Importance:** High

Dear (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

Again, find the attached the prior submitted Alternative Work Arrangement – Telecommuter document (b) (6), (b) (7)(C) (b) (6), (b) (7)(C), USPS records (show documents were delivered on March 09, 2020), and resent picture of the secure room with a lock, which I will be working in.

The room is only accessible by me.

I would like to work remotely from home as my fellow co-workers are presently doing. I would like to continue to assist (b) (6), (b) (7)(C) as well as the (b) (6), (b) (7)(C) Team.



At this time I have still not received any response or approval from you for me to work remotely from home.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, April 1, 2020 10:43 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: Working From Home - (b) (6), (b) (7)(C)

Hi (b) (6), (b) (7)(C)

Thank you for reaching out. It looks like you are requesting an (b) (6), (b) (7)(C) accommodation to work from home due to (b) (6), (b) (7)(C). The emergency work from home policy is to make sure employees have an opportunity to work from home while the Pandemic is being addressed. The remote work from home policy will not include information regarding (b) (6), (b) (7)(C), as this is only in place until the Pandemic is over.

If you do not want to sign this policy that will allow you to work from home until the Pandemic is over, you will need to partner with (b) (6), (b) (7)(C) for an (b) (6), (b) (7)(C) accommodation. (b) (6), (b) (7)(C) will provide you with the appropriate paperwork to get the (b) (6), (b) (7)(C) process started. You can reach (b) (6), (b) (7)(C) at (b) (6), (b) (7)(C). Once your paperwork is provided to (b) (6), (b) (7)(C) they will send the request to your leadership team to see if the department can accommodate and for how long. The decision to accommodate or not, and length of possible accommodation will come from your leaders. Please let me know if you have any questions.

Thanks,  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Office: (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Sent:** Wednesday, April 1, 2020 9:47 AM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** Working From Home - (b) (6), (b) (7)(C)  
**Importance:** High

Dear (b) (6), (b) (7)(C) :

I was instructed by (b) (6), (b) (7)(C) that any additional questions or questions regarding this document should be directed to you.

The attached (Emergency work From Home Policy – Temporary Ohio WFH V6 – updated) (b) (6), (b) (7)(C) sent to me, which I was told by (b) (6), (b) (7)(C) supersedes anything that is on the intranet.

However, in my case the other document I signed based on (b) (6), (b) (7)(C), which I made a (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) was given to me by leadership and HR as well as delivered to you on March 09, 2020.

My request was made because of (b) (6), (b) (7)(C) and before the Covid-19 health crisis

My question is, “the change in the criteria and process for working from home that (b) (6), (b) (7)(C) updated late in the day on Friday” does the document includes or pertaining to an adjustment or change at work for a reason related to a medical condition?

After reviewing, I can’t find any verbiage nor indication on the attached document (Emergency work From Home Policy – Temporary Ohio WFH V6 – update) to include an adjustment or change at work for a reason related to (b) (6), (b) (7)(C) [REDACTED] ?

If you are not sure will you please contact (b) (6), (b) (7)(C) for the answer.

I would like to know before signing.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 2:09 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: Work From Home Policy - (b) (6), (b) (7)(C)

**Importance:** High

Hi (b) (6), (b) (7)(C)

Thank you for reaching back out. Please refer to my initial email to you regarding your options during this time. You have the option of signing the Temporary Work from Home Policy that was sent to you by your manager without edits. This policy was developed to help accommodate employees to work from home during the Pandemic as employee safety is a top concern of University Hospitals. Again this will allow you to work from home while the Pandemic is being addressed. Once the Pandemic is over you may be required to return back to work and conduct business as usual.

If you do not wish to take advantage of the Temporary Work from Home Policy then your only other option is to partner with (b) (6), (b) (7)(C) for an (b) (6), (b) (7)(C) accommodation to work from home. Please keep in mind that accommodations are approved/denied by leadership. Leadership will also have the ability to advise on how long they are willing to make a reasonable accommodation. If you are interested in starting the accommodation process please contact (b) (6), (b) (7)(C) at (b) (6), (b) (7)(C).

(b) (6), (b) (7)(C) at this point we cannot continue to debate about this issue. We have laid out the options for you, and you need to make a decision as to what is best for you. The documents that you have provided are not acceptable and will not be used. Again for a medical (b) (6), (b) (7)(C) accommodation you should partner with (b) (6), (b) (7)(C). If you fail to provide the signed work from home policy that (b) (6), (b) (7)(C) provided (attached), or work with (b) (6), (b) (7)(C) we will continue to utilize your PTO. You will not be allowed to work from home until you have followed one of the two options I have laid out for you. I appreciate you being open with leadership and HR and look forward to you making a decision.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)  
Office: (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 11:22 AM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** FW: Work From Home Policy - (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 11:21 AM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>

Cc: (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: Work From Home Policy - (b) (6), (b) (7)(C)

Oh boy. Should I copy to (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C) @UHHospitals.org>

Sent: Friday, April 3, 2020 11:19 AM

To: (b) (6), (b) (7)(C) @UHHospitals.org>

Cc: (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: RE: Work From Home Policy - (b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C):

Per (b) (6), (b) (7)(C), "The emergency work from home policy is to make sure employees have an opportunity to work from home while the Pandemic is being addressed. The remote work from home policy will not include information regarding medical conditions, as this is only in place until the Pandemic is over."

Please find attached the above-mentioned document to make sure I will have an opportunity to work from home during this National Health Crisis, which Governor Mike DeWine issued a State Order.

It is wrong for you to state that the attached agreement was modified. Putting a line through words known commonly as a strike-out in an agreement is not a "modification" but a legal right afforded if one disagrees. For example, in this situation part(s) of the agreement conflict with social distancing, UH policy, and etc.

Black Law dictionary states, "modification" is not exactly synonymous with "amendment," for the former term denotes some minor change in the substance of the thing, without reference to its improvement or de-terioration thereby, while the latter word imports an amelioration of the thing (as by changing the phraseology of an instrument, so as to make it more distinct or specific) without involving the idea of any change in substance or essence.

(b) (6), (b) (7)(C) you are already allowing employee(s) to work remotely from home that submitted same and/or similar documents which you considered as being modified.

Further, page 6 of 9, states the following:

Merriam- Webster dictionary defines, “prepared” as subjected to a special process or treatment.

Let me know what strike-outs and the page number (of the attached agreement) you disagree with and your reasoning so I can address (it today) why I believe the strike-outs are important.

And this agreement can be “subjected to a special process or treatment” and signed by both parties so I can start working Monday, April 06, 2020.

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)

Sent: Friday, April 03, 2020 6:44 AM

To: (b) (6), (b) (7)(C) <@UHhospitals.org>

Cc: (b) (6), (b) (7)(C) <@UHhospitals.org>; (b) (6), (b) (7)(C) <@UHhospitals.org>

Subject: Work From Home Policy - (b) (6), (b) (7)(C)

Good morning (b) (6), (b) (7)(C)

I am unable to accept this document with your modifications. We have one standard policy in place for all of (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) to accommodate during this temporary situation related to the current pandemic. I will need a copy of our signed policy without changes to move forward in the process.

As (b) (6), (b) (7)(C) indicated via email yesterday, you are able to work with (b) (6), (b) (7)(C) if you need a telecommuting accommodation outside of our attached policy. These are the only two policies that apply to our department at this time.

Thank you

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)

**Sent:** Thursday, April 02, 2020 8:55 PM

**To:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

**Cc:** (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>; (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

**Subject:** Attached document

Dear (b) (6), (b) (7)(C) :

I need approval for an UH computer and equipment to use at home to start working tomorrow.

(b) (6), (b) (7)(C)



.

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 6:44 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Work From Home Policy - (b) (6), (b) (7)(C)  
**Attachments:** ATTACHMENT 04-02-2020.pdf

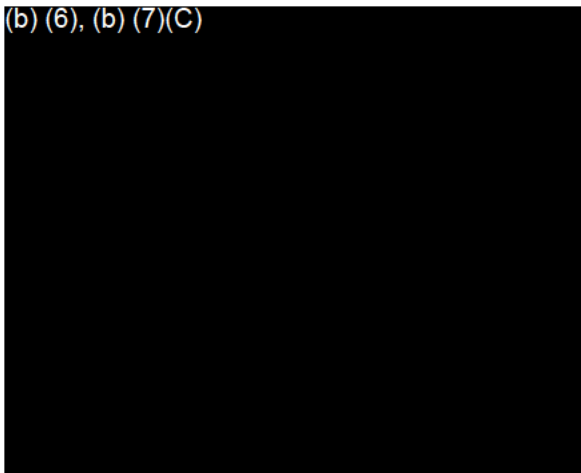
Good morning (b) (6), (b) (7)(C)

I am unable to accept this document with your modifications. We have one standard policy in place for all of (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) to accommodate during this temporary situation related to the current pandemic. I will need a copy of our signed policy without changes to move forward in the process.

As (b) (6), (b) (7)(C) indicated via email yesterday, you are able to work with (b) (6), (b) (7)(C) if you need a telecommuting accommodation outside of our attached policy. These are the only two policies that apply to our department at this time.

Thank you

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Thursday, April 02, 2020 8:55 PM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** Attached document

Dear (b) (6), (b) (7)(C) :

I need approval for an UH computer and equipment to use at home to start working tomorrow.

(b) (6), (b) (7)(C)

4/2/2020

# POLICY & PROCEDURE



## Revenue Cycle Management Temporary Telecommute Work from Home Policy Related to Coronavirus-19

### Objective

University Hospitals Health Systems, Inc. ("UH"), considers telecommuting to be a viable alternative work arrangement in emergency situations when the job function can be performed remotely and when an individual, and supervisor agree that the individual's characteristics are best suited for such an arrangement.

Telecommuting allows qualified employees during this emergency to work at home for all of their regular workweek. Telecommuting is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement, nor is it a company-wide benefit, and it in no way changes the terms and conditions of employment with University Hospitals Health Systems, Inc.

(b) (6), (b) (7)(C) has prepared a temporary policy to enable employees whose functions allow them to work from home with appropriate computer and wireless support in the employee's home. Employees who qualify are expected to work their work shift and complete required assignments no different than if they were at a UH location.

Employee phones and emails will be active enabling anytime communication with leadership. Leadership reserves the right to change or terminate work from home arrangements based on issues, interruption of work and business need.

## Procedure

(b) (6), (b) (7)  
4/8/2020

1. Leadership would suggest telecommuting as a possible work arrangement for an individual as determined by leadership and the employee.
2. Telecommuting arrangements and offerings are made ~~on a case-by-case basis, focusing first on the business needs of the organization.~~ (b) (6), (b) (7)
3. Any telecommuting arrangement made will be on a temporary basis ~~during this emergency, and may be discontinued, at will, at any time at the request of either the telecommuter or department leader including, direct Supervisor, Manager, Director or above.~~ (b) (6), (b) (7)(C)

## Equipment

1. UH will determine the appropriate equipment needs (including hardware and software) for each telecommuting arrangement. Equipment supplied by the organization will be maintained by the organization.
2. In this temporary situation employees may use personal computer equipment for work duties while telecommuting and attest that patient protected health information is not saved or stored on the device. UH accepts no responsibility for damage or repairs to employee-owned equipment. UH reserves the right to make determinations as to appropriate equipment, subject to change at any time.
3. Employee must attest to having appropriate wireless function to connect and perform work duties for the established work shifts.
4. Equipment supplied by UH is to be used for business purposes only. Usage of UH equipment and systems may be monitored at any time. The telecommuter is required to sign an inventory of all office property and agrees to take appropriate action to protect the items from damage or theft.
5. Upon termination of employment all company property will be returned to the employee's leadership on the employee's last day of employment. Exiting employees will be required to work their final day on site unless other arrangements have been made.

## PHI and Information Security

(b) (6), (b) (7)(C)

4/2/2020

1. Consistent with UH expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company information and patient's protected health information ("PHI) accessible from their home office. Steps include secure room for work where no other activity will take place during work time, regular password maintenance, and any other steps appropriate for the job and the environment.
2. Telecommuters will not attach any printers, data storage or any other peripheral devices to UH telecommuting equipment.
3. No printing, writing or other recording of patient information will be allowed outside of UH computer systems. This is to ensure that patients' personal health information is not compromised in any way.
4. The employee will establish an appropriate work environment within his or her home for work purposes. Employees will be provided appropriate instructions in setting up a work station designed for a confidential, safe, and comfortable work environment.
5. This work area must be free from traffic by other members of the household, and must ensure a quiet space in which to conduct work, especially when patients are being contacted by phone.
6. Employees must have broadband internet availability, which demonstrably meets minimum standards set by UH.
7. If there are others (spouse, child, other family, non-family) living in the home with the employee the work space must have a door to separate the work area from common areas within the residence.

## Internet Requirements and IT Support

1. Internet download speeds of 30Mbps or greater and 1Mbps upload or greater is required for work from home. It is mandatory for thin client users that the telecommuter use a wired connection to the cable or Internet device. Internet providers are able to move modem or cable box to the home office if needed; if using a wireless connection with laptop, it must be secured and password protected. Satellite Internet providers and cellular Internet are not permitted. Shared Internet connections from apartment or condo associations must meet the same Internet download and upload speeds listed above for the Telecommuters individual connection. Streaming media (Netflix, etc.) is not recommended on the same Internet connection while the Telecommuter is working.

4/2/2020

- No reimbursement is being offered at this time for home WI-FI cost
2. UH IT does not support or maintain your home Internet, nor are they responsible for troubleshooting home Internet issues. UH IT will set guidelines and provide accurate, general documentation for at-home IT configuration that will work in most homes. Any IT related issues that prohibit work from home may force the Telecommuter to bring their Thin client/UH Laptop to UH for repair as well as to finish their shift at UH. Any and all repair of UH technical equipment will be done at a UH facility.
  3. Employee must take a picture of the room, door and computer that will be used to telecommute and perform duties. The picture must be attached to this policy/ agreement attesting to meeting requirements as documented.
  4. If telecommuter loses internet, power, or any key UH systems or other systems necessary for telecommuting, the employee is required to notify their Supervisor and Manager. If the outage lasts for more than 30 minutes, the telecommuter must contact their leader and may be asked to come in to the workplace for the remainder of their shift and/or utilize PTO
    - Employees must communicate with their leaders any interruptions to determine next steps including PTO and/or return to UH location.
    - Telecommuter may be required to fill out an exception log for missed time punches.

### Process Following Deployment

1. ~~Depending on department, after equipment has been provided to the employee, a manager or Supervisor may visit the employee's home worksite for inspection of the site to ensure that it is suitable. Repeat inspections will occur on an as needed basis.~~
2. The work schedule the employee will customarily maintain, and the manner and frequency of communication needs to be given to the supervisor and approved by that supervisor. The telecommuter will be required to perform work activities during the posted work schedule. Departmental and organizational policies and procedures relative to tardiness, attendance, performance, etc., still apply. The employee agrees to be accessible by phone, and/or Cisco Jabber and email at all times during the agreed-on work hours, excluding scheduled times for break and lunch.

4/2/2020

3. Telecommuting employees are not exempt from the overtime requirements of the Fair Labor Standards Act and will be required to record all hours worked in a manner designated by the organization. Telecommuting employees will be held to a higher standard of compliance than office-based employees due to the nature of the work arrangement.
4. Hours worked in excess of those specified per day and per workweek, in accordance with state and federal requirements, will require the advance approval of the supervisor. Employees must also follow the established departmental guidelines for clocking in on time and being ready to work at the start of the shift. Failure to comply with these requirements can result in the immediate cessation of the telecommuting agreement and possible disciplinary action.

### Eligibility

1. Before entering into any telecommuting agreement, the employee, manager & Director will evaluate the suitability of such an arrangement paying particular attention to the following areas:
  - a. Employee suitability. The employee and manager will review the needs, such as but not limited to appropriate work space, internet connection, equipment and work history, including any disciplinary actions of the employee
    1. For purposes of this policy and in response to the Government issued guidance to provide work from home options for persons in the state of Ohio working in designated businesses, employees in the following corrective actions statuses WILL be permitted to work from home temporarily
      1. Confirmation of Counseling
      2. Written Warning
      3. Final Warning
    2. Employees currently in any of the above levels of Corrective Action will be permitted to work from home for the duration the governmental guidance is in place. Upon removal of the "Stay at Home" order, employees in any level of corrective action will be required to return to work in their respective facilities.
      1. Example: staff will be required to return to work 3 business days from date the band is officially lifted in Ohio

- b. Job responsibilities. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement. (b) (6), (b) (7)(C)
- c. Equipment needs, workspace design considerations and scheduling issues. (b) (6), (b) (7)(C)
- d. Tax and other legal implications for the business use of the employee's home based on Internal Revenue Service (IRS) and state and local government restrictions. Responsibility for fulfilling all obligations in this area rests solely with the employee.
2. If the employee and manager agree a telecommuting agreement (this agreement) will be prepared and signed by all parties, and a temporary work from home period will begin. (b) (6), (b) (7)(C)
3. In all situations, ~~Work from Home may be revoked or~~ the employee may be asked to return to work based on performance, employee cooperation or UH business need and/or requirements for critical coverage that cannot be performed remotely. (b) (6), (b) (7)(C)
- a. In situations involving termination of work from home due to performance and/or employee cooperation, leadership reserves the right to change status to on-site work or unplanned PTO; if PTO is not available, employee may go without pay for periods of time not worked by the employee. (b) (6), (b) (7)(C)

### **Evaluation and Expectations**

1. Evaluation of telecommuter performance during this period may include daily interaction by phone, Jabber, WebEx and e-mail between the employee and the supervisor, and weekly phone or face-to-face meetings to discuss work progress and problems. (b) (6), (b) (7)(C)
2. At the conclusion of these communications the employee and supervisor will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. Evaluation of telecommuter performance will be consistent with that received by employees working at the office in both content and frequency and will focus on work output, completion of objectives, and time-based performance. Telecommuters that fail to meet performance standards are subject to corrective action and also losing their telecommuting privileges and being required to resume working in the office &/or use PTO. (b) (6), (b) (7)(C)
3. A higher level of communication between the telecommuter and supervisor will occur during the temporary work from home period. (b) (6), (b) (7)(C)



4. Any issues arising through this temporary process will require timely communication and coordination with leadership.
5. Telecommuting is *not* designed to be a replacement for appropriate child or parent care, or care for other people or pets in the home. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering into this emergency period.

(b) (6), (b) (7)(C)

4/2/2020

### Employee Attestation and Signature

My signature below attests that I have read the above and fully understand and take responsibility for adhering to this policy in addition to existing departmental policies, code of conduct, confidentiality and privacy required to perform my job.

I commit to completing my work with the highest quality and cooperating with my leadership regarding questions and requests made of me to perform my job.

I understand this privilege can be modified or terminated anytime based upon my performance, cooperation and UH needs.

(b) (6), (b) (7)(C)

Date

April 2, 2020

Print Employee Name

(b) (6), (b) (7)(C)

APRIL 02 2020

Signature of Manager or Director

Date

Print Manager or Director Name

List all UH Equipment employee is checking out for temporary Work From Home arrangement:

(b) (6), (b) (7)

3/12/2020

Qty	Description	P/N (Part Number)	S/N (Serial Number)	Check out Date
1	HP Thin Client T620 (UHxxxxxx/CCMN01AZTCxx)			3/12/2020
1	HP Keyboard			
1	HP Mouse			
1	HP EliteDisplay E233			
1	HP EliteDisplay E233			
1	APC Surge Arrest			
1	15' CAT6 Ethernet Cable - Belkin A3L980-15-BLK-S			

Current Status and working arrangement	Temporary Status and working arrangement
<p>Not working, not working remotely from home. Although I made several requests I was not permitted to work remotely from home because of my protected concerted activities. During this significant health event I want to continue putting my health and the health of those around me first. (b) (6), (b) (7)(C)</p> <p>(b) (6), (b) (7)(C) If I would've been permitted to work remotely from home and access to information that is provided to other fellow coworkers, regardless of whether they need it to perform their jobs, I would've performed the work I was doing in the office.</p>	<p>Attempting to work, work remotely from home. My other fellow coworkers are already working remotely from home during this national health crisis. If I work remotely from home I will be continuing to put my health and the health of those around me first. (b) (6), (b) (7)(C)</p> <p>(b) (6), (b) (7)(C) Working remotely from home and have access to information that is provided to other fellow coworkers, regardless of whether they need it to perform their jobs. I will perform the work I was doing in the office, which is working in Soarian, Hyland Software OnBase, Quadax and UH Care at the office on the desktop PC, which includes but not limited to accessing itemized billing, medical records and information, claims (UB04 / HCFA 1500), indexing, triage, workqueue, scanning, and faxing.</p>

RCM Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 - V7

Page 8 of 9

Uncontrolled document - printed version only reliable for 24 hours

(b) (6), (b) (7)(C)

4/2/2020

RCM Temporary Work From Home Policy

Owner: (b) (6), (b) (7)(C)

New

March 26 - V7

Page 9 of 9

Uncontrolled document - printed version only reliable for 24 hours

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Saturday, April 4, 2020 1:58 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** FW: Coronavirus (COVID-19) Reasonable Notification Leave

**Importance:** High

Dear (b) (6), (b) (7)(C) et al:

(b) (6), (b) (7)(C).

I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Sunday, May 3, 2020 10:38 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Coronavirus (COVID-19) Reasonable Notification Leave

Dear (b) (6), (b) (7)(C) et al:

(b) (6), (b) (7)(C)

I will be returning to work tentatively on (b) (6), (b) (7)(C) 2020.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, May 4, 2020 7:36 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: Requesting a copy of COVID-19 PTO document

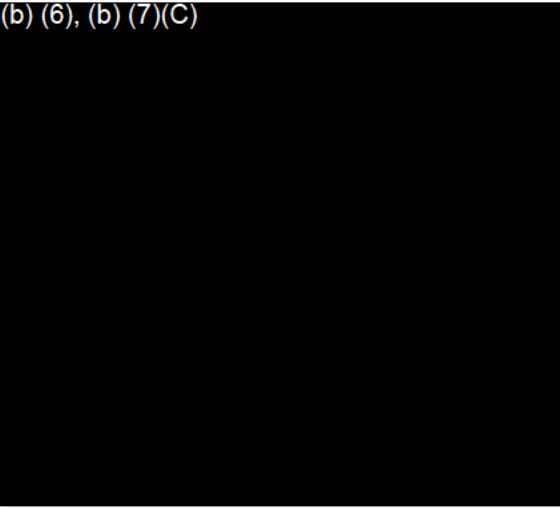
Good morning,

Consistent with instruction from H/R and all other employees out of the office when the document was distributed, each employee is met with and provided with the document upon their return to work.

As your manager, (b) (6), (b) (7)(C) will be providing you the paperwork.

Thanks

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Sunday, May 03, 2020 10:34 PM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** Requesting a copy of COVID-19 PTO document  
**Importance:** High

Dear (b) (6), (b) (7)(C) et al:

I did not receive the COVID-19 PTO document in April 2020 that was circulated to all employees explaining how hours will be reduced and other ways in which an employee can use paid time off (PTO), unpaid leave, as well as borrow up to 40 hours during this public health event (COVID-19).

This applicable COVID-19 PTO document dated on approximately April 21, 2020 was provided to all other employees except me via electronic mail from his or her manager.

I believe this time sensitive COVID-19 PTO document further included instructions guiding employees where to direct their question(s) and/or concern(s).

I am requesting a copy of the referenced COVID-19 PTO document.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, (b) (6), (b) (7)(C), 2020 2:15 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) confirmation of counseling given (b) (6), (b) (7)(C)-20

Okay. Thanks again for all of your help and guidance on this.

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, (b) (6), (b) (7)(C) 2020 12:48 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C)-confirmation of counseling given (b) (6), (b) (7)(C) 20

Hi (b) (6), (b) (7)(C)

Thank you, this document is added to the HR file.

Thanks Again,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Office: (b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, (b) (6), (b) (7)(C) 2020 12:32 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C)-confirmation of counseling given (b) (6), (b) (7)(C)-20

Attached is the confirmation of counseling for (b) (6), (b) (7)(C) and I first discussed it on (b) (6), (b) (7)(C)-20, but today I went over the final form. (b) (6), (b) (7)(C) refused to sign, but did take a copy of the counseling and the two related HR policies. (b) (6), (b) (7)(C) asked to be copied on this email and wondered if this document needs to be on record at HR or just kept in my files unless something similar occurs in the future. Thanks.

(b) (6), (b) (7)(C)

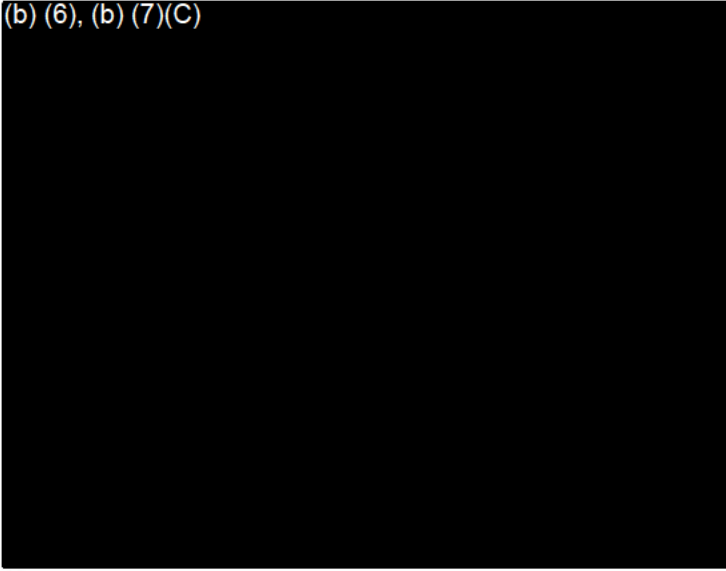
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 3, 2020 11:06 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Exception log Kronos 3-2-20

I fixed Kronos by adding your punch in and I also removed a duplicate punch out for this day. 😊

(b) (6), (b) (7)(C)



**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 2, 2020 11:46 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: Exception log Kronos

Good morning.


Dear (b) (6), (b) (7)(C)

Please find attached completed KRONOS completed timekeeping log.

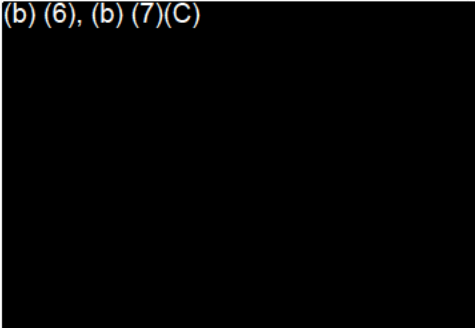
Sincerely,

//s/ (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)

A large black rectangular redaction box covering the top portion of the page.

Confidential Quality Assurance Peer Review Privileged Pursuant to O.R.C. Sections 2305.24, 2305.25, 2305.251, 2305.252, 2305.253 and all other applicable laws.

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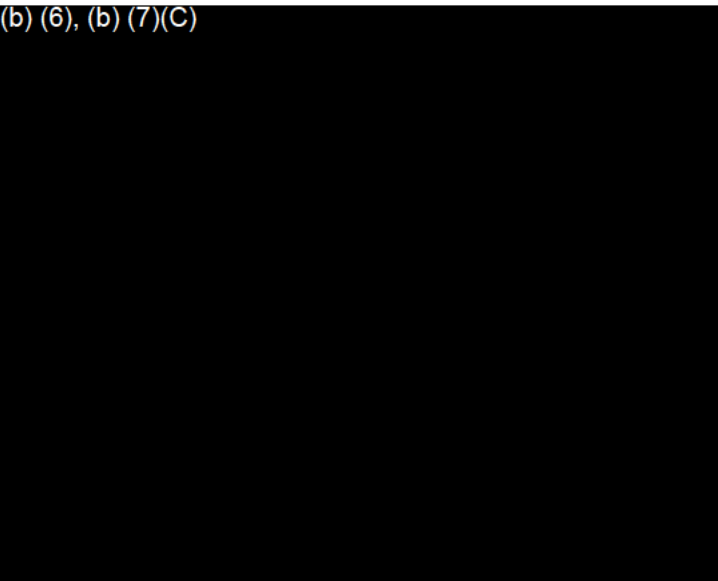
**From:** (b) (6), (b) (7)(C)

**Sent:** Monday, March 02, 2020 11:40 AM

**To:** (b) (6), (b) (7)(C) (b) (6), (b) (7) [@UHhospitals.org](mailto:UHhospitals.org)>

**Subject:** Exception log Kronos

(b) (6), (b) (7)(C)

A large black rectangular redaction box covering the bottom portion of the page.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, March 4, 2020 7:09 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: Exception log Kronos 3-2-20

Good morning.

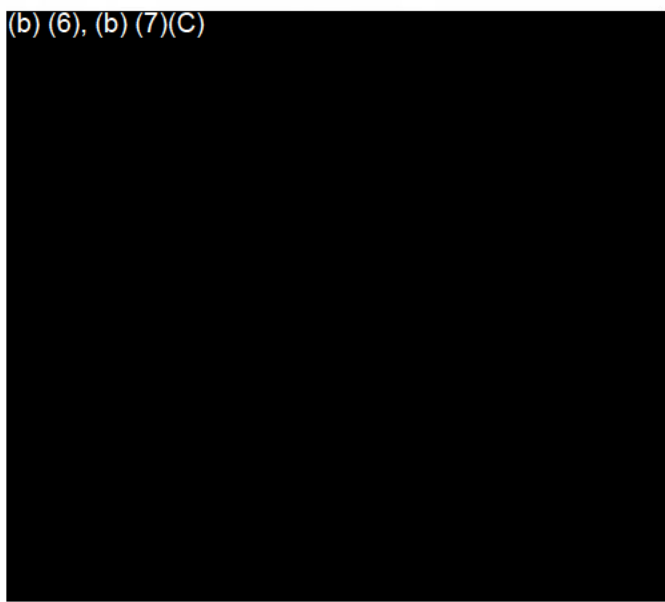
Dear (b) (6), (b) (7)(C) :

Thank-you!

Sincerely,

//s// (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)




Confidential Quality Assurance Peer Review Privileged Pursuant to O.R.C. Sections 2305.24, 2305.25, 2305.251, 2305.252, 2305.253 and all other applicable laws.

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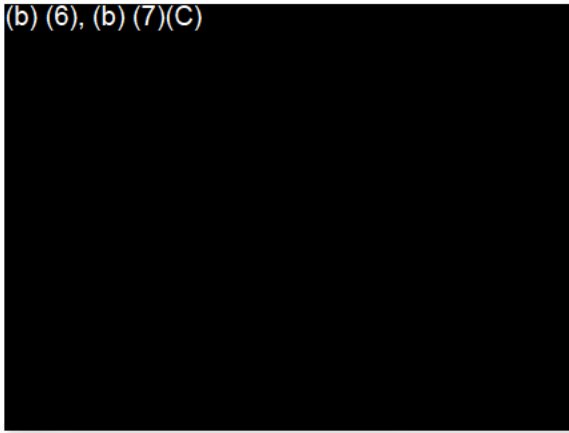
**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 03, 2020 11:06 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Exception log Kronos 3-2-20

I fixed Kronos by adding your punch in and I also removed a duplicate punch out for this day. ☺

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)



From: (b) (6), (b) (7)(C) (b) (6), (b) (7) (C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

Sent: Monday, March 2, 2020 11:46 AM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

Subject: RE: Exception log Kronos

Good morning.

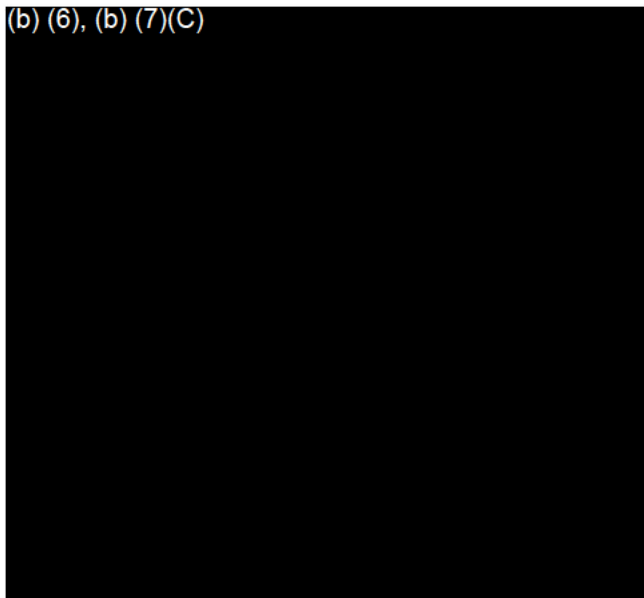
Dear (b) (6), (b) (7)(C) :

Please find attached completed KRONOS completed timekeeping log.

Sincerely,

//s// (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



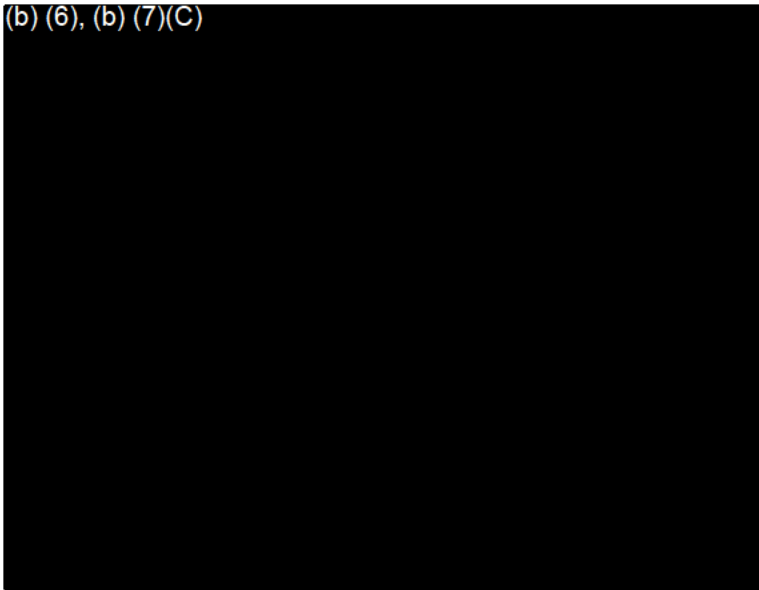
Confidential Quality Assurance Peer Review Privileged Pursuant to O.R.C. Sections 2305.24, 2305.25, 2305.251, 2305.252, 2305.253 and all other applicable laws.

From: (b) (6), (b) (7)(C)

Sent: Monday, March 02, 2020 11:40 AM

To: (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: Exception log Kronos

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 17, 2020 5:39 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Kronos today

Thanks (b) (6), (b) (7)(C) It sounds like you used the punch out time/lunch to go home between working in the office and at home. Maybe I didn't communicate everything well enough as instructions have been changing as the situation progresses and are moving fast. I thought I was approving that day only, but we were to ask all staff if they were willing and able to work from home so we knew who would be available to do so.

No worries though as we can talk more tomorrow and clear everything up. (b) (6), (b) (7)(C) did ask about the early stars since the office policy is 7AM-6PM work hours.

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 17, 2020 5:29 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: Kronos today

Good afternoon (b) (6), (b) (7)(C) :

The Kronos screenshot you sent shows my out and in punch from start time, lunch time and end time. You asked me Monday whether I will start working there (office) or home from the early part or in the afternoon and traveling to the office and from home (vice versa) for the allotted hours. (b) (6), (b) (7)(C) and I understanding is that we can start work at 6 AM. (b) (6), (b) (7)(C) seen me this morning assisting (b) (6), (b) (7)(C) with the mail.

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 17, 2020 4:36 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Kronos today

What time did you leave to work from home? I don't see a clock out for that time. Am I missing something? Also, I see that you began work before 7AM and people in the building are only allowed to start between 7AM and 9AM and work as late as 6PM. We'll talk more tomorrow, but plan on working in the office until such time as we arrange any work from home arrangement for the unit. Thanks!





(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, March 20, 2020 3:52 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

**Importance:** High

Good afternoon.

Dear (b) (6), (b) (7)(C) et al:

On behalf of the (b) (6), (b) (7)(C) Team I wanted to express my ongoing concerns of working closely and interacting with individuals every day in a highly-trafficked office space.

Like many of us, I have been watching the news daily concerning the coronavirus (COVID-19) pandemic. And per my previous correspondence (b) (6), (b) (7)(C)

However, I do want to work.

I have the capabilities and access to work remotely from home to promote social distancing and limit the transmission of the coronavirus as it is a Center of Disease Control (CDC), State and U.S. Federal Government recommendation.

I am requesting to start working remotely from home starting Monday, (b) (6), (b) (7)(C) 2020.

I believe every effort we can make to help flatten the curve until we get more guidance and reevaluation of this public health event from the World Health Organization (WHO), CDC, State and U.S. Federal Government, is valuable.

Respectfully,


/s/ (b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, March 18, 2020 5:45 AM  
**To:** (b) (6), (b) (7)(C) ; (b) (6), (b) (7)(C)  
**Subject:** RE: Coronavirus (COVID-19) PTO Leave

Understand – thanks (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)

**Sent:** Tuesday, March 17, 2020 10:23 PM

**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

**Cc:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>

**Subject:** Coronavirus (COVID-19) PTO Leave


**Importance:** High

Good evening.

Dear (b) (6), (b) (7)(C) et al:

On Monday, March 16, 2020, we had a conversation concerning the coronavirus (COVID-19) pandemic and available leave and work options for employees at University Hospitals regarding this matter.

(b) (6), (b) (7)(C)



Therefore, I find it necessary to inform you my Paid Time Off (PTO) of forty (40) hours will be utilize starting Wednesday, (b) (6), (b) (7)(C) 2020, and tentatively ending on Wednesday, (b) (6), (b) (7)(C), 2020.

I appreciate your understanding.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 23, 2020 7:31 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

Hi (b) (6), (b) (7)(C)

As you are aware, we implemented an emergency work from home policy last week for functions that are able to work from home and have productivity measured. Since your function did not previously have productivity, as well as involved physical mail sorting and scanning, (b) (6), (b) (7)(C) has been working to quickly implement productivity in order to accommodate the (b) (6), (b) (7)(C) team to work from home.

I am sure (b) (6), (b) (7)(C) will be in touch with you today – although you can always call to discuss further. We will be working to take additional work from home measures based on the new guidance from the Governor that goes into effect tonight, however, as a hospital is considered essential, we will not be completely shut down.

Again – please work with (b) (6), (b) (7)(C) to discuss any concerns you have. This is new for all of us and we are working through it as best as we can while still maintaining operations.

Thanks for your understanding.

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, March 20, 2020 3:52 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Coronavirus (COVID-19) Working Remotely From Home - Social Distancing  
**Importance:** High

Good afternoon.

Dear (b) (6), (b) (7)(C) et al:

On behalf of the (b) (6), (b) (7)(C) Team I wanted to express my ongoing concerns of working closely and interacting with individuals every day in a highly-trafficked office space.

Like many of us, I have been watching the news daily concerning the coronavirus (COVID-19) pandemic. And per my previous correspondence (b) (6), (b) (7)(C)

However, I do want to work.

I have the capabilities and access to work remotely from home to promote social distancing and limit the transmission of the coronavirus as it is a Center of Disease Control (CDC), State and U.S. Federal Government recommendation.

I am requesting to start working remotely from home starting Monday, (b) (6), (b) (7)(C) 2020.

I believe every effort we can make to help flatten the curve until we get more guidance and reevaluation of this public health event from the World Health Organization (WHO), CDC, State and U.S. Federal Government, is valuable.

Respectfully,


/s/ (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, March 18, 2020 5:45 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7) @UHhospitals.org; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** RE: Coronavirus (COVID-19) PTO Leave

Understand – thanks (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 17, 2020 10:23 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7) @UHhospitals.org  
**Subject:** Coronavirus (COVID-19) PTO Leave  
**Importance:** High

Good evening.

Dear (b) (6), (b) (7)(C) et al:

On Monday, March 16, 2020, we had a conversation concerning the coronavirus (COVID-19) pandemic and available leave and work options for employees at University Hospitals regarding this matter.

(b) (6), (b) (7)(C)

Therefore, I find it necessary to inform you my Paid Time Off (PTO) of forty (40) hours will be utilize starting Wednesday, (b) (6), (b) (7)(C) 2020, and tentatively ending on Wednesday, (b) (6), (b) (7)(C) 2020.

I appreciate your understanding.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, March 25, 2020 12:00 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** FW: Coronavirus (COVID-19) Reasonable Notification Leave

**Importance:** High

Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I am also greatly concern/afraid of contracting the virus working and contracting the virus working closely and interacting with individuals every day in a highly-trafficked office space.

I made several requests for reasonable accommodation to no avail.

I have expressed my concerns in prior emails and in person on March 20, 2020, and am notifying you that I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.

Respectfully,

/s/ (b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 24, 2020 2:57 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** FW: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing  
**Importance:** High

Good afternoon.

Dear (b) (6), (b) (7)(C) :

Based on my understanding of (b) (6), (b) (7)(C) email I should resubmit my (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) that was made on March 16, 2020, to (b) (6), (b) (7)(C) to you for me to work remotely from home given (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) and I am greatly concern/afraid of contracting the virus.



As I previously stated (b) (6), (b) (7)(C)

Per (b) (6), (b) (7)(C) email you would be contacting me yesterday on Monday, (b) (6), (b) (7)(C) 2020.

Cordially,

/s/ (b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)

Sent: Monday, March 23, 2020 7:31 AM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7) @UHhospitals.org>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>

Subject: RE: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

Hi (b) (6), (b) (7)(C)

As you are aware, we implemented an emergency work from home policy last week for functions that are able to work from home and have productivity measured. Since your function did not previously have productivity, as well as involved physical mail sorting and scanning, (b) (6), (b) (7)(C) has been working to quickly implement productivity in order to accommodate the (b) (6), (b) (7)(C) team to work from home.

I am sure (b) (6), (b) (7)(C) will be in touch with you today – although you can always call to discuss further. We will be working to take additional work from home measures based on the new guidance from the Governor that goes into effect tonight, however, as a hospital is considered essential, we will not be completely shut down.

Again – please work with (b) (6), (b) (7)(C) to discuss any concerns you have. This is new for all of us and we are working through it as best as we can while still maintaining operations.

Thanks for your understanding.

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From: (b) (6), (b) (7)(C) (b) (6), (b) (7) @UHhospitals.org>

Sent: Friday, March 20, 2020 3:52 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>

Subject: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

Importance: High

Good afternoon.

Dear (b) (6), (b) (7)(C) et al:

On behalf of the (b) (6), (b) (7)(C) Team I wanted to express my ongoing concerns of working closely and interacting with individuals every day in a highly-trafficked office space.

Like many of us, I have been watching the news daily concerning the coronavirus (COVID-19) pandemic. And per my previous correspondence (b) (6), (b) (7)(C)

However, I do want to work.

I have the capabilities and access to work remotely from home to promote social distancing and limit the transmission of the coronavirus as it is a Center of Disease Control (CDC), State and U.S. Federal Government recommendation.

I am requesting to start working remotely from home starting Monday, (b) (6), (b) (7)(C), 2020.

I believe every effort we can make to help flatten the curve until we get more guidance and reevaluation of this public health event from the World Health Organization (WHO), CDC, State and U.S. Federal Government, is valuable.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Wednesday, March 18, 2020 5:45 AM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org  
Subject: RE: Coronavirus (COVID-19) PTO Leave

Understand – thanks (b) (6), (b) (7)

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Tuesday, March 17, 2020 10:23 PM  
To: (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7) @UHhospitals.org  
Subject: Coronavirus (COVID-19) PTO Leave  
Importance: High

Good evening.

Dear (b) (6), (b) (7)(C) et al:

On Monday, March 16, 2020, we had a conversation concerning the coronavirus (COVID-19) pandemic and available leave and work options for employees at University Hospitals regarding this matter.

(b) (6), (b) (7)(C)

Therefore, I find it necessary to inform you my Paid Time Off (PTO) of forty (40) hours will be utilize starting Wednesday, (b) (6), (b) (7)(C), 2020, and tentatively ending on Wednesday, (b) (6), (b) (7)(C), 2020.

I appreciate your understanding.

Respectfully,

/s/ (b) (6), (b) (7)(C)

.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 24, 2020 2:57 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** FW: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

**Importance:** High

Good afternoon.

Dear (b) (6), (b) (7)(C) :

Based on my understanding of (b) (6), (b) (7)(C) email I should resubmit my (b) (6), (b) (7)(C) for (b) (6), (b) (7)(C) that was made on March 16, 2020, to her to you for me to work remotely from home given (b) (6), (b) (7)(C) and I am greatly concern/afraid of contracting the virus.

As I previously stated (b) (6), (b) (7)(C)

Per (b) (6), (b) (7)(C) email you would be contacting me yesterday on Monday, (b) (6), (b) (7)(C) 2020.

Cordially,

/s/ (b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 23, 2020 7:31 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

Hi (b) (6), (b) (7)(C)

As you are aware, we implemented an emergency work from home policy last week for functions that are able to work from home and have productivity measured. Since your function did not previously have productivity, as well as involved physical mail sorting and scanning, (b) (6), (b) (7)(C) has been working to quickly implement productivity in order to accommodate the (b) (6), (b) (7)(C) team to work from home.

I am sure (b) (6), (b) (7)(C) will be in touch with you today – although you can always call to discuss further. We will be working to take additional work from home measures based on the new guidance from the Governor that goes into effect tonight, however, as a hospital is considered essential, we will not be completely shut down.

Again – please work with (b) (6), (b) (7)(C) to discuss any concerns you have. This is new for all of us and we are working through it as best as we can while still maintaining operations.

Thanks for your understanding.

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From: (b) (6), (b) (7)(C) (b) (6), (b) (7) (b) (6), (b) (7)(C) @UHHospitals.org>  
Sent: Friday, March 20, 2020 3:52 PM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing  
Importance: High

Good afternoon.

Dear (b) (6), (b) (7)(C) et al:

On behalf of the (b) (6), (b) (7)(C) Team I wanted to express my ongoing concerns of working closely and interacting with individuals every day in a highly-trafficked office space.

Like many of us, I have been watching the news daily concerning the coronavirus (COVID-19) pandemic. And per my previous correspondence (b) (6), (b) (7)(C)

However, I do want to work.

I have the capabilities and access to work remotely from home to promote social distancing and limit the transmission of the coronavirus as it is a Center of Disease Control (CDC), State and U.S. Federal Government recommendation.

I am requesting to start working remotely from home starting Monday, (b) (6), (b) (7)(C) 2020.

I believe every effort we can make to help flatten the curve until we get more guidance and reevaluation of this public health event from the World Health Organization (WHO), CDC, State and U.S. Federal Government, is valuable.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Wednesday, March 18, 2020 5:45 AM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7) (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: RE: Coronavirus (COVID-19) PTO Leave

Understand – thanks

(b) (6), (b) (7)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Tuesday, March 17, 2020 10:23 PM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org

Cc: (b) (6), (b) (7)(C) @UHhospitals.org

Subject: Coronavirus (COVID-19) PTO Leave

Importance: High

Good evening.

Dear (b) (6), (b) (7)(C) et al:

On Monday, March 16, 2020, we had a conversation concerning the coronavirus (COVID-19) pandemic and available leave and work options for employees at University Hospitals regarding this matter.

(b) (6), (b) (7)(C)

Therefore, I find it necessary to inform you my Paid Time Off (PTO) of forty (40) hours will be utilize starting Wednesday, (b) (6), (b) (7)(C) 2020, and tentatively ending on Wednesday, (b) (6), (b) (7)(C) 2020.

I appreciate your understanding.

Respectfully,

/s/ (b) (6), (b) (7)(C)

.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 24, 2020 11:59 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** FW: COVID-19 Reasonable Notification Leave

Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

I am also greatly concern/afraid of contracting the virus working and contracting the virus working closely and interacting with individuals every day in a highly-trafficked office space.

I made several requests for reasonable accommodation to no avail.

I have expressed my concerns in prior emails and in person on March 20, 2020, and am notifying you that I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.

Respectfully,

/s/ (b) (6), (b) (7)(C)



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**From:** (b)(6), (b)(7)(C)  
**Sent:** Wednesday, March 25, 2020 7:09 PM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C)  
**Subject:** Coronavirus (COVID-19) Reasonable Notification Leave

Hi (b)(6), (b)(7)(C)


I'm sorry for the delay in getting back to you. We have all been extremely busy over the last 3 weeks or so in working to maintain daily operations and mobilize many to work from home in a very short period of time during a situation that was changing daily. With 2 of the 3 (b)(6), (b)(7)(C) team unexpectedly out of the office, we've had some challenges covering the work for your team that needs to be done in office.

To work from home, the UH requirements for every (b)(6), (b)(7)(C) employee were 1) be WFH function 2) have proper equipment/ internet access 3) be measurable 4) have leadership oversight and 5) have signed agreement and proof (picture) of appropriate private space with door. Until today, your team only qualified for part time work from home and you didn't want that. The Dept. Director must sign to approve each request to work from home that an employee submits. **We don't have a signed form from you to get approved so I attached one for you to review, sign and return if you are in agreement. We also need a picture of your work space.**

No one is forced to come to work with Covid-19. If their function couldn't be work from home, they can take PTO, unpaid, etc. with no penalty. As of today, I have a way to measure productivity and (b)(6), (b)(7)(C) helpers to do the in-office work that could allow your team to temporarily work from home during this crisis. Note that until the attached form is signed, returned and approved, I will enter additional PTO in Kronos for your time away from work. Thanks.

P.S. Where is the key to your cabinet and drawers? With you out for an extended period, we need to access any items related to your job.

(b)(6), (b)(7)(C)



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**From:** (b)(6), (b)(7)(C)  
**Sent:** Wednesday, March 25, 2020 12:00 AM  
**To:** (b)(6), (b)(7)(C); (b)(6), (b)(7)(C)  
**Subject:** FW: Coronavirus (COVID-19) Reasonable Notification Leave  
**Importance:** High

Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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Respectfully,

/s/ (b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)

**Sent:** Tuesday, March 24, 2020 3:10 PM

**To:** (b) (6), (b) (7)(C)

**Cc:** (b) (6), (b) (7)(C)

**Subject:** FW: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

**Importance:** High

Good afternoon.

Dear (b) (6), (b) (7)(C) :

Based on my understanding of (b) (6), (b) (7)(C) email on Monday, March 23, 2020. I should resubmit my (b) (6), (b) (7)(C) that was made on March 16, 2020, to (b) (6), (b) (7)(C) to you for me to work remotely from home given (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) and I am greatly concern/afraid of contracting the virus.

As I previously stated (b) (6), (b) (7)(C)

Per (b) (6), (b) (7)(C) email you would be contacting me.

Cordially,

/s/ (b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)  
Sent: Tuesday, March 24, 2020 2:57 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: FW: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing  
Importance: High

Good afternoon.

Dear (b) (6), (b) (7)(C) :

Based on my understanding of (b) (6), (b) (7)(C) email I should resubmit my (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) that was made on March 16, 2020, to (b) (6), (b) (7)(C) to you for me to work remotely from home given (b) (6), (b) (7)(C) and I am greatly concern/afraid of contracting the virus.

As I previously stated (b) (6), (b) (7)(C)

Per (b) (6), (b) (7)(C) email you would be contacting me yesterday on Monday, (b) (6), (b) (7)(C), 2020.

Cordially,

/s/ (b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Monday, March 23, 2020 7:31 AM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing

Hi (b) (6), (b) (7)(C)

As you are aware, we implemented an emergency work from home policy last week for functions that are able to work from home and have productivity measured. Since your function did not previously have productivity, as well as involved physical mail sorting and scanning, (b) (6), (b) (7)(C) has been working to quickly implement productivity in order to accommodate the (b) (6), (b) (7)(C) team to work from home.

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Again – please work with (b) (6), (b) (7)(C) to discuss any concerns you have. This is new for all of us and we are working through it as best as we can while still maintaining operations.

Thanks for your understanding.

From: (b) (6), (b) (7)(C) (b) (6), (b) (7) (C) @UHhospitals.org>  
Sent: Friday, March 20, 2020 3:52 PM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: Coronavirus (COVID-19) Working Remotely From Home - Social Distancing  
Importance: High

Good afternoon.

Dear (b) (6), (b) (7)(C) et al:

On behalf of the (b) (6), (b) (7)(C) Team I wanted to express my ongoing concerns of working closely and interacting with individuals every day in a highly-trafficked office space.

Like many of us, I have been watching the news daily concerning the coronavirus (COVID-19) pandemic. And per my previous correspondence (b) (6), (b) (7)(C)

However, I do want to work.

I have the capabilities and access to work remotely from home to promote social distancing and limit the transmission of the coronavirus as it is a Center of Disease Control (CDC), State and U.S. Federal Government recommendation.

I am requesting to start working remotely from home starting Monday, (b) (6), (b) (7)(C) 2020.

I believe every effort we can make to help flatten the curve until we get more guidance and reevaluation of this public health event from the World Health Organization (WHO), CDC, State and U.S. Federal Government, is valuable.

Respectfully,

/s/ (b) (6), (b) (7)(C)

---

From: (b) (6), (b) (7)(C)  
Sent: Wednesday, March 18, 2020 5:45 AM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7) (C) @UHhospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: Coronavirus (COVID-19) PTO Leave

Understand – thanks (b) (6), (b) (7)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Tuesday, March 17, 2020 10:23 PM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org

Subject: Coronavirus (COVID-19) PTO Leave

Importance: High

Good evening.

Dear (b) (6), (b) (7)(C) et al:

On Monday, March 16, 2020, we had a conversation concerning the coronavirus (COVID-19) pandemic and available leave and work options for employees at University Hospitals regarding this matter.

(b) (6), (b) (7)(C)

Therefore, I find it necessary to inform you my Paid Time Off (PTO) of forty (40) hours will be utilize starting Wednesday, (b) (6), (b) (7)(C) 2020, and tentatively ending on Wednesday, (b) (6), (b) (7)(C), 2020.

I appreciate your understanding.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, March 25, 2020 7:09 PM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org  
**Subject:** (b) (6), (b) (7)(C) summary FYI only

**Categories:** Red Category

Two of the 3 (b) (6), (b) (7)(C) team members began working from home unexpectedly. As a result, in addition to my other work, I've been focused on getting your team's work performed with 1 person. In the last week, I also worked on a plan that could allow the 3 in your team to work from home due to Covid-19.

It's my understanding that no one is forced to come to work with Covid-19, but that if a function couldn't be done at home, that person was free to take PTO, unpaid, etc. to stay home without penalty. UH worked very hard to help ensure that people with as many job functions as possible who wanted to work from home due to risk, concern, childcare, etc. could. All of your team's work didn't qualify and you clearly had no interest in working part office, part home.

We couldn't have you work from home 8 hours a day until we had a productivity measure or someone else to do the in-office work. As the original home deployment settled down, I've been working to get things in place so perhaps your team could work from home. However, you haven't yet signed the necessary forms to even allow it. I was going to have you do it today once your PTO was done, but you didn't come in today.

As we discussed before you went on PTO, I explained that we weren't in a position yet to have your team work from home as part of your jobs had to be done in the office and we had no way to measure productivity. Since you've been off, I was able to get information and access to reports that I could run to track productivity for the (b) (6), (b) (7)(C) team's work in OnBase I also revamped the refund process to make it electronic so it could be done from home. We are using helpers from (b) (6), (b) (7)(C) whose job can't be done from home either to help with the daily mail.





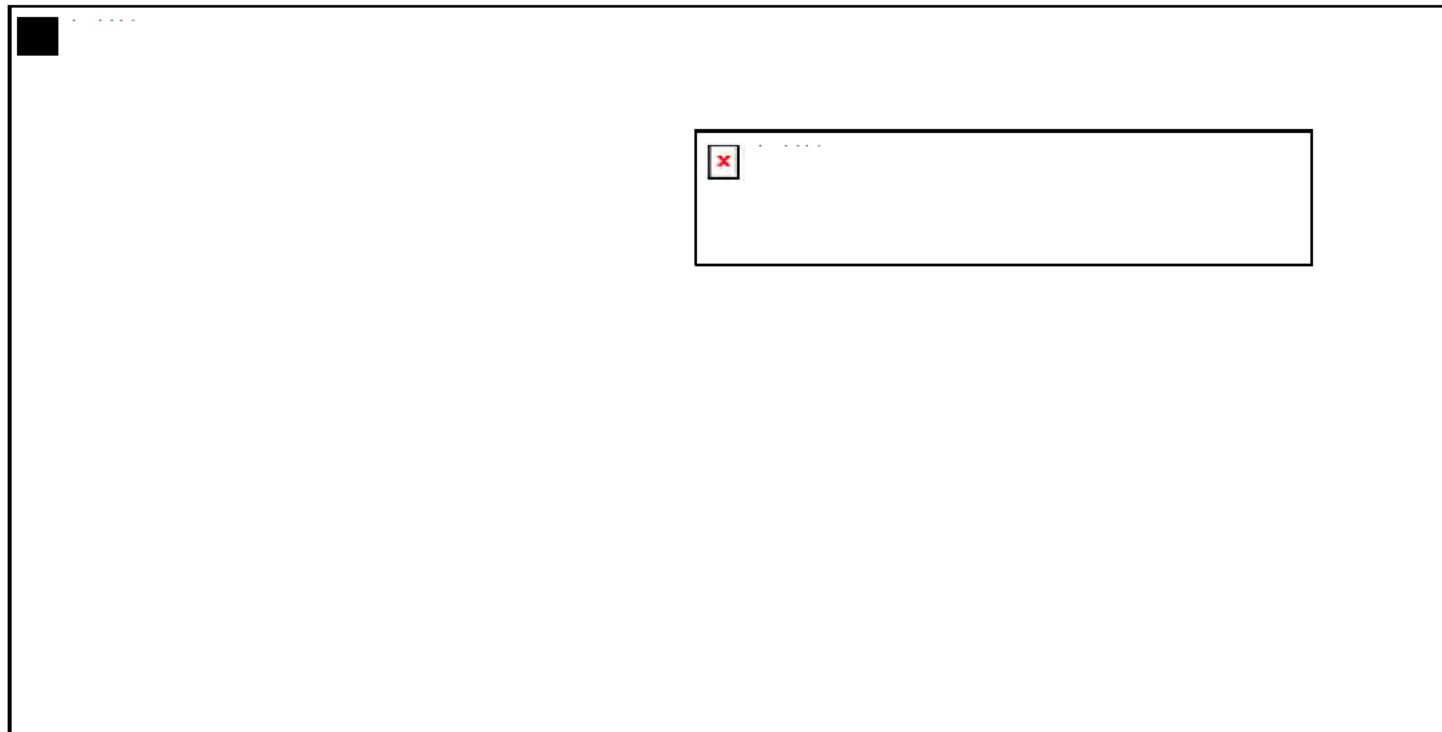
Please also see the helpful document (b) (6), (b) (7)(C) [has](#) for remote access.

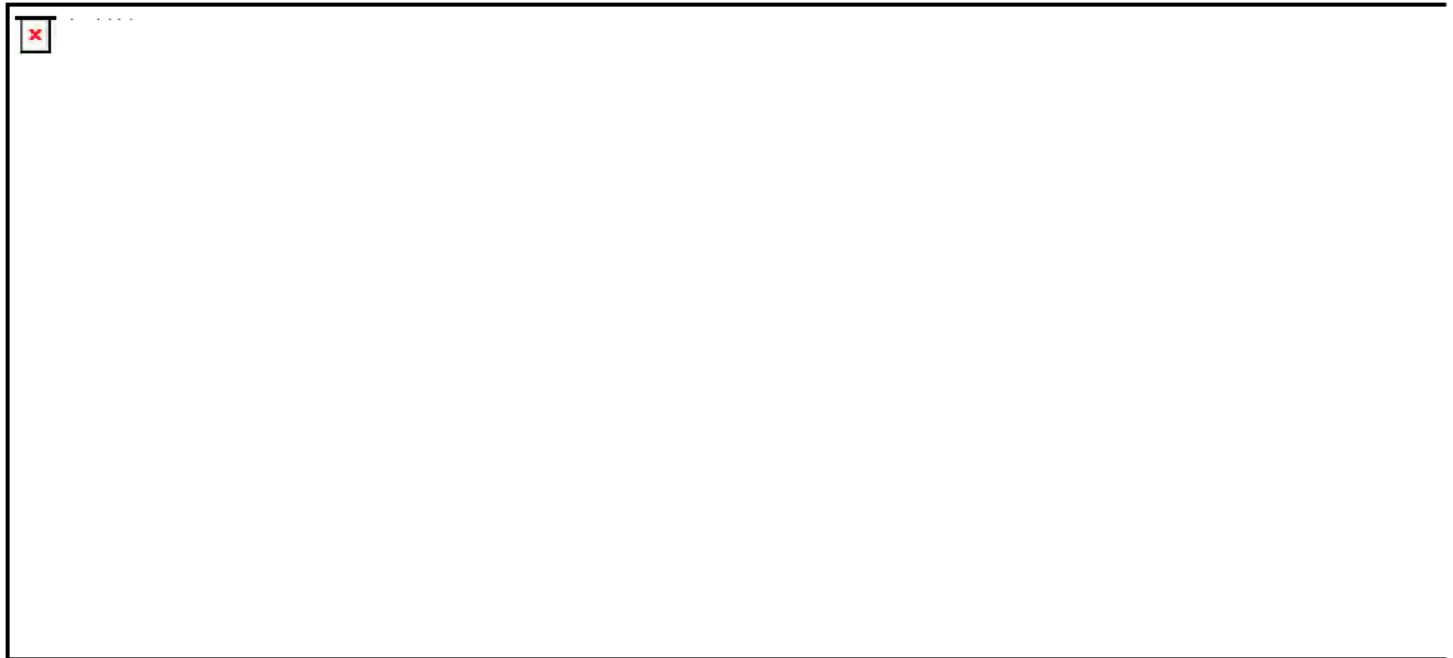
(b) (6), (b) (7)(C)

Sent: Friday, March 13, 2020 12:49 PM

**Subject: RE: Discuss (b) WFH PC Needs/Access/VDI**

<https://www.uhhospitals.org/for-employees>





Thanks,

Greetings,

(b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) – please forward link with job aides / etc

(b) (6), (b) (7)(C)

3

<(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>  
Cc: (b) (6), (b) (7)(C)@UHhospitals.org>  
Subject: RE: Discuss (b) WFH PC Needs/Access/VDI

This is great – thanks so much!

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From: (b) (6), (b) (7)(C)@UHhospitals.org>  
Sent: Friday, March 13, 2020 11:49 AM  
To: (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>  
Subject: RE: Discuss (b) WFH PC Needs/Access/VDI

See list of preferred remote work options...

1. If an employee already has a method for remote work they should continue to use that method
2. If an employee has a laptop issued by UH IT they should use that (VDI and VPN are loaded on all UH laptops)...also, employees with UH laptops should take them to and from work daily if they are not already
3. If an employee does not have a laptop but has a personal computer at home and if they are able, they should load and use VDI on that
4. If an employee does not have a personal computer available at home (or their app/workflow will not work in on a home computer) then IT can temporarily issue a laptop (based on need and priority)
5. There are still other means for remote work that IT can make available on a case-by-case basis (e.g. taking home a UH computer from a 'cubicle')

(b) (6), (b) (7)(C)

University Hospitals

(b) (6), (b) (7)(C)(office)

(b) (6), (b) (7)(C)@UHhospitals.org

such recordings may be subject to discovery in the event of litigation

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Thursday, March 26, 2020 12:13 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** FW: COVID-19 Reasonable Notification Leave

Dear (b) (6), (b) (7)(C) :

You stated in your previous email that you don't have a signed copy of the attached Emergency Work from Home form. My (b) (6), (b) (7)(C) was submitted on March 16, 2020 at the time I was permitted to work remotely from home.

Nevertheless, as instructed I will review the attached Emergency Work from Home form before signing.

You also asked, "Where is the key to your cabinet and drawers?"

As each employee were given their own set of keys to not only lock up personal belongings but securely protect patient's health information and other highly sensitive documents.

The keys that were assigned to me are understandably, with me.

All the items and supplies related to my job is on my desk (desktop pc with dual monitors, scanner and corded mouse) including the software applications (b) (6), (b) (7)(C) and OnBase. The only items and supplies in my metal overhead cabinet and bottom drawers are paperclips, rubber bands, stapler, stapler removal, folder divider and a scotch tape holder.

Nevertheless, I understand from your email that you need the key. I will definitely arrange to get the key to the office.

Meanwhile, I will contact (b) (6), (b) (7)(C) - (b) (6), definitely have a copy of my key to give to you.

Please feel free to call me, if you have any questions concerning this matter.

(b) (6), (b) (7)(C)

/s/ (b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 24, 2020 11:59 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** FW: COVID-19 Reasonable Notification Leave

Good evening.

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C).

I am also greatly concern/afraid of contracting the virus working and contracting the virus working closely and interacting with individuals every day in a highly-trafficked office space.

I made several requests for reasonable accommodation to no avail.

I have expressed my concerns in prior emails and in person on March 20, 2020, and am notifying you that I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020 or until we get more guidance and reevaluation of this public health event from Governor Mike DeWine, WHO, CDC, and U.S Federal Government.

Respectfully,

/s/ (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Thursday, March 26, 2020 6:16 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C)-work from home issues

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) is unexpectedly out of the office today – please call me to discuss at mobile below. Thanks!  
(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, March 25, 2020 7:23 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C)-work from home issues

Hi (b) (6), (b) (7)(C)

I called your office earlier, but got voicemail. (b) (6), (b) (7)(C) unexpectedly didn't return to work (due to Covid-19 concerns) a week ago and asked for 1 week of PTO due to Covid-19 concerns. During that week, (b) (6), (b) (7)(C) started sending emails requesting work from home. (b) (6), (b) (7)(C) was told previously before the PTO that the 3 in (b) (6), (b) (7)(C) team didn't qualify for FT work from home because the scanning and mail sorting has to be done in the office and we had no existing productivity measure. I told (b) (6), (b) (7)(C) that we could possibly do PT work from home.

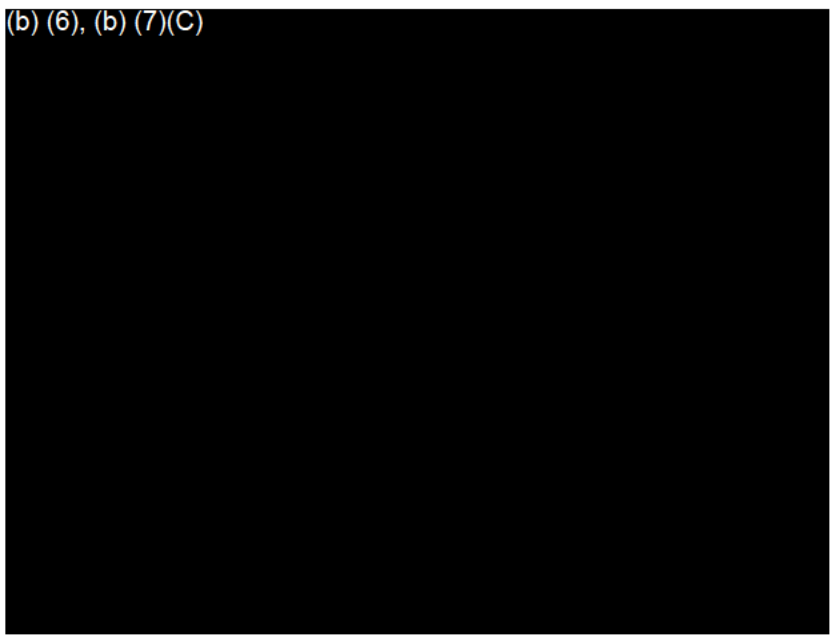
In the last few days as things have settled down just a little, I was able to research and find reporting to get productivity for (b) (6), (b) (7)(C) team and today I arranged for (b) (6), (b) (7)(C) staff to help with the in-office daily mail and scanning. Now, I could allow the entire team to work from home. (b) (6), (b) (7)(C) another of this team's member's started working from home after Friday. (b) (6), (b) (7)(C) came in my office in near tears with concern and was willing to go without pay if need be so I let (b) (6), (b) (7)(C)

In light of Covid-19 and now that I have productivity and (b) (6), (b) (7)(C) staff that I can train to do the work that must be done in office, I suggest we just let (b) (6), (b) (7)(C) sign the form now and start working from home after we receive it and (b) (6), (b) (7)(C) approves. Can you see any issues with that?

MUST: 1) be WFH function 2) have proper equipment/ internet access 3) be measurable 4) have leadership oversight and 5) have signed agreement and proof (picture) of appropriate private space with door.

(b) (6), (b) (7)(C) I

(b) (6), (b) (7)(C)





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**From:** (b) (6), (b) (7)(C)  
**Sent:** 7/28/2020 9:15 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Alternative Work Arrangement - Telecommuter.pdf

Dear (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) :

Please find attached the prior submitted document.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**To:** (b) (6), (b) (7)(C)  
**Sent:** [REDACTED] AM  
**Subject:** [REDACTED] Resubmitted Work From Home Document

Your message

To: (b) (6), (b) (7)(C)  
Subject: Resubmitted Work From Home Document  
Sent: Monday, March 30, 2020 9:05:36 PM (UTC-05:00) Eastern Time (US & Canada)

[REDACTED] Tuesday, March 31, 2020 7:46:01 AM (UTC-05:00) Eastern Time (US & Canada).

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 9:06 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Resubmitted Work From Home Document

**Importance:** High

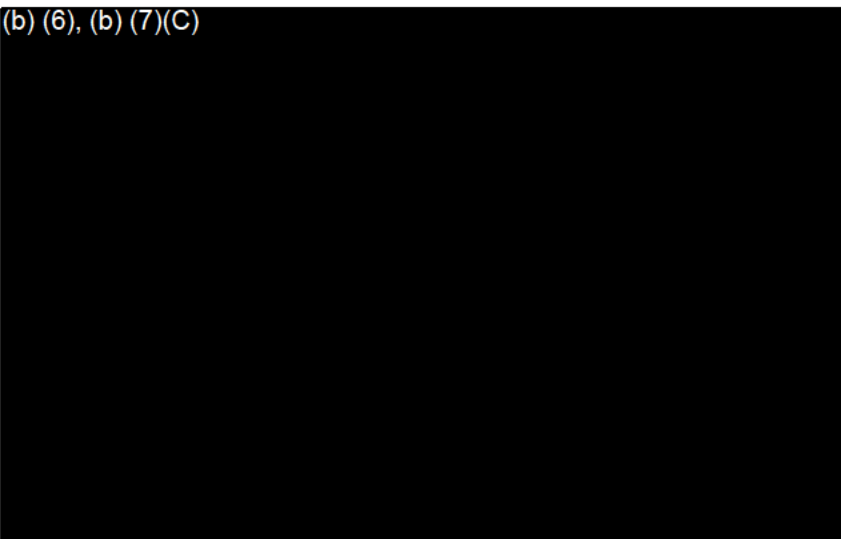
(b) (6), (b) (7)(C)

You're making this harder than it needs to be. Now that we have a productivity measure and coverage, (b) (6), (b) (7)(C) will approve you to work from home once you sign and return the proper paperwork. You don't need a "reasonable accommodation". You do need to sign the proper paperwork.

(b) (6), (b) (7)(C) never mentioned receiving what you've attached so I don't think they brought it to (b) (6), (b) (7)(C) so far. Regardless, like I mentioned again in the email I sent you this AM, this form you pulled from somewhere isn't applicable to the Covid-19 temporary work from home policy anyway and **can't be used**.

If you want to work from home, please review, sign, and return the form I resent to you again today. If not, I'll continue to use PTO while you are out until it runs out. Thanks.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 8:07 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Resubmitted Work From Home Document  
**Importance:** High

Dear (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

Again, find the attached the prior submitted Alternative Work Arrangement – Telecommuter document (b) (6), (b) (7)(C) (b) (6), (b) (7)(C), USPS records (show documents were delivered on March 09, 2020), and resent picture of the secure room with a lock, which I will be working in.

The room is only accessible by me.

I would like to work remotely from home as my fellow co-workers are presently doing. I would like to continue to assist (b) (6), (b) (7)(C) as well as the (b) (6), (b) (7)(C) Team.

At this time I have still not received any response or approval from you for me to work remotely from home.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 8:07 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Resubmitted Work From Home Document

**Importance:** High

Dear (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Again, find the attached the prior submitted Alternative Work Arrangement – Telecommuter document (b) (6), (b) (7)(C) (b) (6), (b) (7)(C), USPS records (show documents were delivered on March 09, 2020), and resent picture of the secure room with a lock, which I will be working in.

The room is only accessible by me.

I would like to work remotely from home as my fellow co-workers are presently doing. I would like to continue to assist (b) (6), (b) (7)(C) -up as well as the (b) (6), (b) (7)(C) Team.

At this time I have still not received any response or approval from you for me to work remotely from home.

(b) (6), (b) (7)(C)

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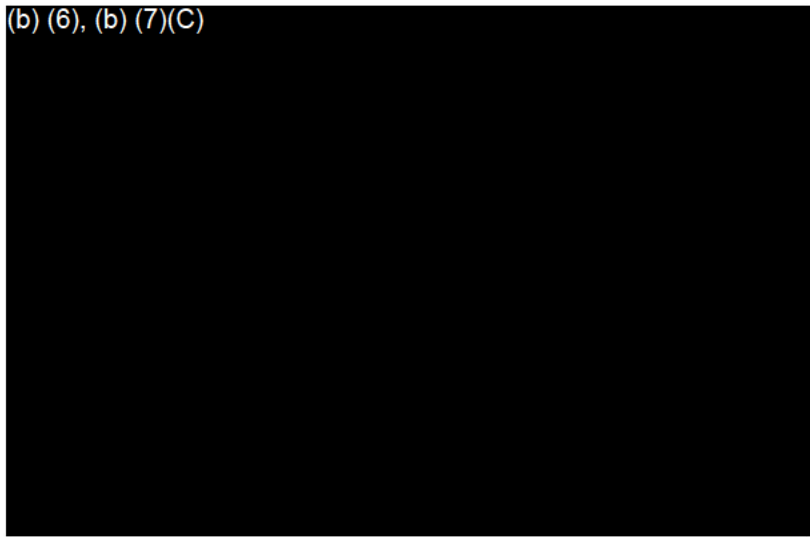
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 31, 2020 9:23 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** FYI (b) (6), (b) (7)(C) WFH

I sent (b) (6), (b) (7)(C) a response again last night to say no WFH without correct form. I'm not sure why all the emails either and why would (b) (6), (b) (7)(C) send you a certified letter when (b) (6), (b) (7)(C) was actually working in the office for all but one day to more than a week after (b) (6), (b) (7)(C) sent the certified letter. (b) (6), (b) (7)(C) could have handed it to you!

Did you ever get (b) (6), (b) (7)(C) certified letter with the wrong WFH form? It looks like someone at UH signed for it, but you didn't mention it so I'm assuming you haven't received it.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, March 25, 2020 5:56 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** FYI

Hi – Can you let me know if I should join the call with (b) (6), (b) (7)(C) No one denied (b) (6), (b) (7)(C) work from home request, so not sure why the emails. I just want to make sure it is clear that we did not deny any request, but follow same process as all other employees to sign the form and make accommodations to their work. Frustrating.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 31, 2020 5:30 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: Resubmitted Work From Home Document

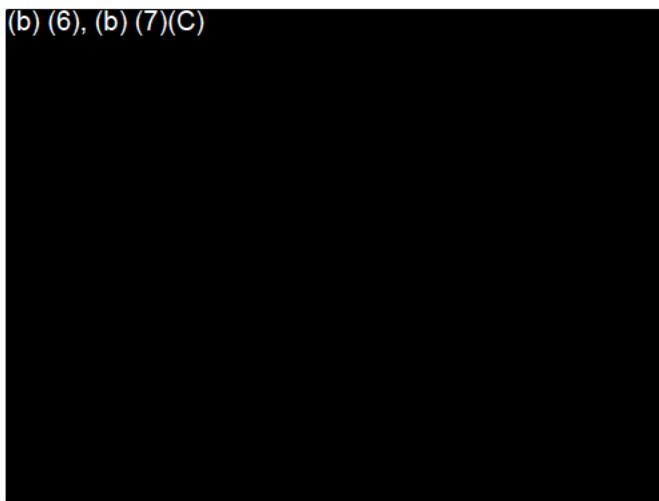
Hi (b) (6), (b) (7)(C)

I have not received this mail item yet – however, please complete the applicable form from our emergency work from home policy.

This policy you signed does not apply in this situation. As you know, our department does not have a work from home policy and implemented an “emergency policy” to accommodate COVID-19.

Thanks!

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, March 30, 2020 8:07 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Resubmitted Work From Home Document  
**Importance:** High

Dear (b) (6), (b) (7)(C) :

(b) (6), (b) (7)(C)

Again, find the attached the prior submitted Alternative Work Arrangement – Telecommuter document (b) (6), (b) (7)(C) (b) (6), (b) (7)(C), USPS records (show documents were delivered on March 09, 2020), and resent picture of the secure room with a lock, which I will be working in.

The room is only accessible by me.

I would like to work remotely from home as my fellow co-workers are presently doing. I would like to continue to assist (b) (6), (b) (7)(C) as well as the (b) (6), (b) (7)(C) Team.



At this time I have still not received any response or approval from you for me to work remotely from home.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**To:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, March 31, 2020 5:28 AM  
**Subject:** Resubmitted Work From Home Document

Your message

To: (b) (6), (b) (7)(C)  
Subject: Resubmitted Work From Home Document  
Sent: Monday, March 30, 2020 9:05:36 PM (UTC-05:00) Eastern Time (US & Canada)  
Tuesday, March 31, 2020 5:27:11 AM (UTC-05:00) Eastern Time (US & Canada).

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**From:** (b) (6), (b) (7)(C)  
**Sent:** 2, 2020 8:55 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Attached document

Dear (b) (6), (b) (7)(C) :

I need approval for an UH computer and equipment to use at home to start working tomorrow.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 8:43 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) PTO after entering PTO for this week-can go into 40 hours negative for Covid 19-need to confirm staff choice to do this

**Importance:** High

**Categories:** Red Category, Green Category, Purple Category


Thanks for that reminder1

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 8:42 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) PTO after entering PTO for this week

Ok – I believe the HR policy for covid allows you to go into negative by 40 hours but need to confirm that is what (b) (6), (b) (7)(C) would choose.

(b) (6), (b) (7)(C)

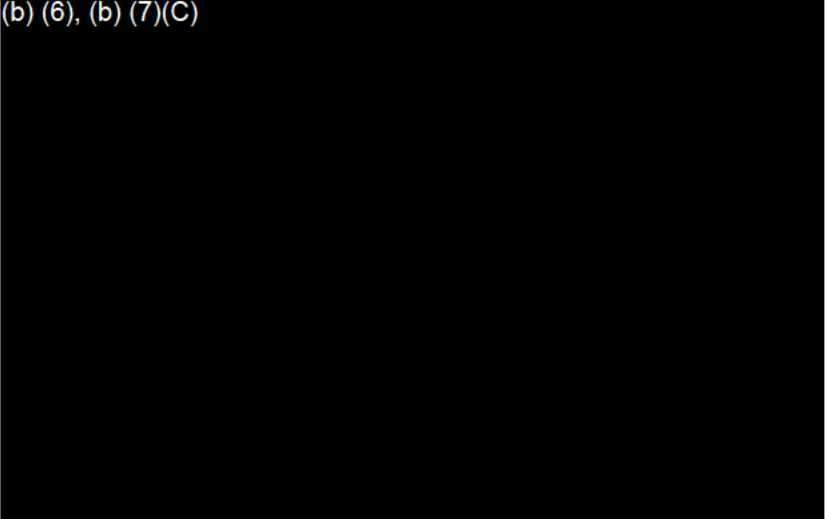


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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 8:41 AM  
**To:** (b) (6), (b) (7)(C), <[Taylor.Pedone@UHhospitals.org](mailto:Taylor.Pedone@UHhospitals.org)>  
**Subject:** (b) (6), (b) (7)(C) PTO after entering PTO for this week



(b) (6), (b) (7)(C)

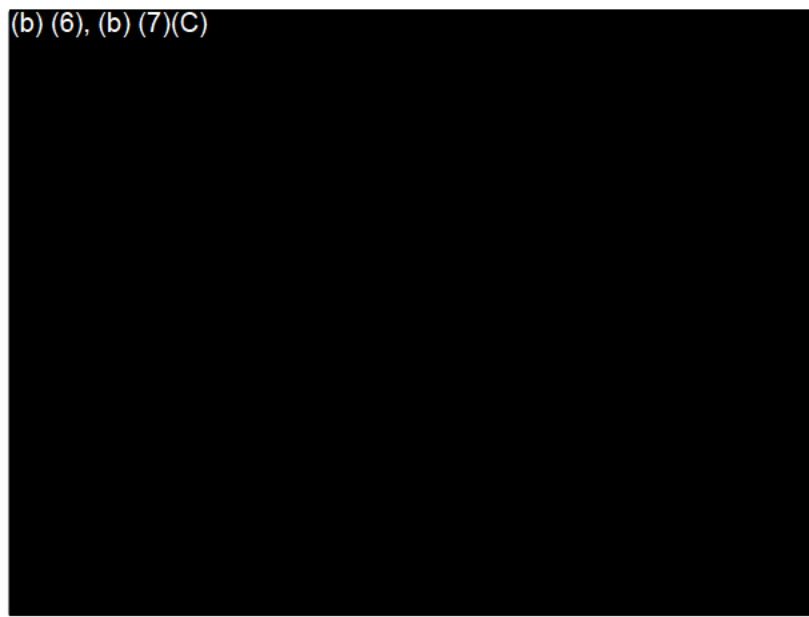
A large black rectangular redaction box covers the bottom left portion of the page, obscuring any content that might have been there.

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**From:** (S)(L) (q) (g) (q)  
**Sent:** Friday, April 3, 2020 8:37 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Please turn on your out of office. Thanks.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 11:19 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); Brown, Charlotte A.  
**Subject:** RE: Work From Home Policy - (b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C):

Per (b) (6), (b) (7)(C), "The emergency work from home policy is to make sure employees have an opportunity to work from home while the Pandemic is being addressed. The remote work from home policy will not include information regarding medical conditions, as this is only in place until the Pandemic is over."

Please find attached the above-mentioned document to make sure I will have an opportunity to work from home during this National Health Crisis, which Governor Mike DeWine issued a State Order.

It is wrong for you to state that the attached agreement was modified. Putting a line through words known commonly as a strike-out in an agreement is not a "modification" but a legal right afforded if one disagrees. For example, in this situation part(s) of the agreement conflict with social distancing, UH policy, and etc.

Black Law dictionary states, "modification" is not exactly synonymous with "amendment," for the former term denotes some minor change in the substance of the thing, without reference to its improvement or de-terioration thereby, while the latter word imports an amelioration of the thing (as by changing the phraseology of an instrument, so as to make it more distinct or specific) without involving the idea of any change in substance or essence.

(b) (6), (b) (7)(C) you are already allowing employee(s) to work remotely from home that submitted same and/or similar documents which you considered as being modified.

Further, page 6 of 9, states the following:

[REDACTED]

Merriam- Webster dictionary defines, "prepared" as subjected to a special process or treatment.

Let me know what strike-outs and the page number (of the attached agreement) you disagree with and your reasoning so I can address (it today) why I believe the strike-outs are important.

And this agreement can be "subjected to a special process or treatment" and signed by both parties so I can start working Monday, April 06, 2020.

(b) (6), (b) (7)(C)



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From: (b) (6), (b) (7)(C)  
Sent: Friday, April 03, 2020 6:44 AM  
To: (b) (6), (b) (7)(C)  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
Subject: Work From Home Policy - (b) (6), (b) (7)(C)

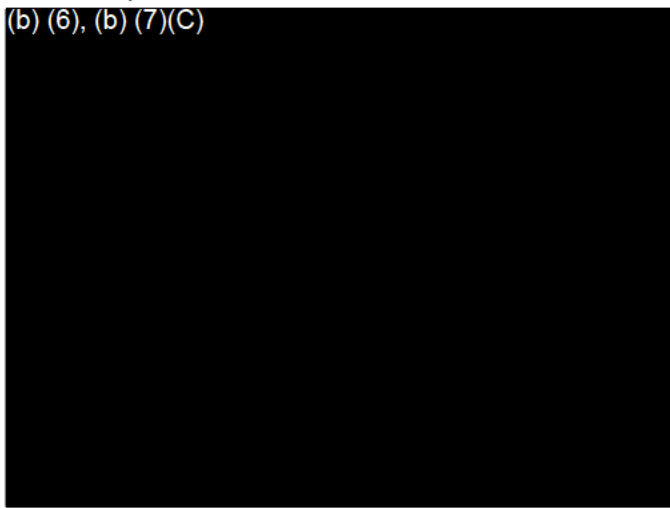
Good morning (b) (6), (b) (7)(C)

I am unable to accept this document with your modifications. We have one standard policy in place for all of (b) (6), (b) (7)(C) to accommodate during this temporary situation related to the current pandemic. I will need a copy of our signed policy without changes to move forward in the process.

As (b) (6), (b) (7)(C) indicated via email yesterday, you are able to work with (b) (6), (b) (7)(C) if you need a telecommuting accommodation outside of our attached policy. These are the only two policies that apply to our department at this time.

Thank you

(b) (6), (b) (7)(C)



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From: (b) (6), (b) (7)(C)  
Sent: Thursday, April 02, 2020 8:55 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org>  
Cc: (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org>  
Subject: Attached document

Dear (b) (6), (b) (7)(C) :

I need approval for an UH computer and equipment to use at home to start working tomorrow.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 2:09 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: Work From Home Policy - (b) (6), (b) (7)(C)

**Importance:** High

Hi (b) (6), (b) (7)(C)

Thank you for reaching back out. Please refer to my initial email to you regarding your options during this time. You have the option of signing the Temporary Work from Home Policy that was sent to you by your manager without edits. This policy was developed to help accommodate employees to work from home during the Pandemic as employee safety is a top concern of University Hospitals. Again this will allow you to work from home while the Pandemic is being addressed. Once the Pandemic is over you may be required to return back to work and conduct business as usual.

If you do not wish to take advantage of the Temporary Work from Home Policy then your only other option is to partner with (b) (6), (b) (7)(C) for an (b) (6), (b) (7)(C) accommodation to work from home. Please keep in mind that accommodations are approved/denied by leadership. Leadership will also have the ability to advise on how long they are willing to make a reasonable accommodation. If you are interested in starting the accommodation process please contact (b) (6), (b) (7)(C) at (b) (6), (b) (7)(C).

(b) (6), (b) (7)(C) at this point we cannot continue to debate about this issue. We have laid out the options for you, and you need to make a decision as to what is best for you. The documents that you have provided are not acceptable and will not be used. Again for a medical (b) (6), (b) (7)(C) accommodation you should partner with (b) (6), (b) (7)(C). If you fail to provide the signed work from home policy that (b) (6), (b) (7)(C) provided (attached), or work with (b) (6), (b) (7)(C) we will continue to utilize your PTO. You will not be allowed to work from home until you have followed one of the two options I have laid out for you. I appreciate you being open with leadership and HR and look forward to you making a decision.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)  
Office: (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 11:22 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** FW: Work From Home Policy - (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 11:21 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <[UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

Cc: (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>

Subject: Work From Home Policy - (b) (6), (b) (7)(C)

Oh boy. Should I copy to (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>

Sent: Friday, April 3, 2020 11:19 AM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org> (b) (6), (b) (7)(C) <[REDACTED]@UHhospitals.org>

Subject: RE: Work From Home Policy - (b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C):

Per (b) (6), (b) (7)(C), "The emergency work from home policy is to make sure employees have an opportunity to work from home while the Pandemic is being addressed. The remote work from home policy will not include information regarding medical conditions, as this is only in place until the Pandemic is over."

Please find attached the above-mentioned document to make sure I will have an opportunity to work from home during this National Health Crisis, which Governor Mike DeWine issued a State Order.

It is wrong for you to state that the attached agreement was modified. Putting a line through words known commonly as a strike-out in an agreement is not a "modification" but a legal right afforded if one disagrees. For example, in this situation part(s) of the agreement conflict with social distancing, UH policy, and etc.

Black Law dictionary states, "modification" is not exactly synonymous with "amendment," for the former term denotes some minor change in the substance of the thing, without reference to its improvement or de-terioration thereby, while the latter word imports an amelioration of the thing (as by changing the phraseology of an instrument, so as to make it more distinct or specific) without involving the idea of any change in substance or essence.

(b) (6), (b) (7)(C) you are already allowing employee(s) to work remotely from home that submitted same and/or similar documents which you considered as being modified.

Further, page 6 of 9, states the following:

Merriam- Webster dictionary defines, “prepared” as subjected to a special process or treatment.

Let me know what strike-outs and the page number (of the attached agreement) you disagree with and your reasoning so I can address (it today) why I believe the strike-outs are important.

And this agreement can be “subjected to a special process or treatment” and signed by both parties so I can start working Monday, April 06, 2020.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, April 03, 2020 6:44 AM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <[UHhospitals.org](mailto:UHhospitals.org)>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <[UHhospitals.org](mailto:UHhospitals.org)>; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <[UHhospitals.org](mailto:UHhospitals.org)>

Subject: Work From Home Policy - (b) (6), (b) (7)(C)

Good morning (b) (6), (b) (7)(C)

I am unable to accept this document with your modifications. We have one standard policy in place for all of (b) (6), (b) (7)(C) to accommodate during this temporary situation related to the current pandemic. I will need a copy of our signed policy without changes to move forward in the process.

As (b) (6), (b) (7)(C) indicated via email yesterday, you are able to work with (b) (6), (b) (7)(C) if you need a telecommuting accommodation outside of our attached policy. These are the only two policies that apply to our department at this time.

Thank you

(b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)

**Sent:** Thursday, April 02, 2020 8:55 PM

**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

**Cc:** (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>

**Subject:** Attached document

Dear (b) (6), (b) (7)(C) :

I need approval for an UH computer and equipment to use at home to start working tomorrow.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 11:21 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Work From Home Policy - (b) (6), (b) (7)(C)

**Categories:** Red Category, Green Category, Purple Category

Oh boy. Should I copy to (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 11:19 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) A.  
**Subject:** RE: Work From Home Policy - (b) (6), (b) (7)(C)

Dear (b) (6), (b) (7)(C):

Per (b) (6), (b) (7)(C), "The emergency work from home policy is to make sure employees have an opportunity to work from home while the Pandemic is being addressed. The remote work from home policy will not include information regarding medical conditions, as this is only in place until the Pandemic is over."

Please find attached the above-mentioned document to make sure I will have an opportunity to work from home during this National Health Crisis, which Governor Mike DeWine issued a State Order.

It is wrong for you to state that the attached agreement was modified. Putting a line through words known commonly as a strike-out in an agreement is not a "modification" but a legal right afforded if one disagrees. For example, in this situation part(s) of the agreement conflict with social distancing, UH policy, and etc.

Black Law dictionary states, "modification" is not exactly synonymous with "amendment," for the former term denotes some minor change in the substance of the thing, without reference to its improvement or de-terioration thereby, while the latter word imports an amelioration of the thing (as by changing the phraseology of an instrument, so as to make it more distinct or specific) without involving the idea of any change in substance or essence.

(b) (6), (b) (7)(C) you are already allowing employee(s) to work remotely from home that submitted same and/or similar documents which you considered as being modified.

Further, page 6 of 9, states the following:

[REDACTED]

Merriam- Webster dictionary defines, "prepared" as subjected to a special process or treatment.

Let me know what strike-outs and the page number (of the attached agreement) you disagree with and your reasoning so I can address (it today) why I believe the strike-outs are important.

And this agreement can be "subjected to a special process or treatment" and signed by both parties so I can start working Monday, April 06, 2020.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, April 03, 2020 6:44 AM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <[UHhospitals.org](mailto:UHhospitals.org)>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <[UHhospitals.org](mailto:UHhospitals.org)>; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <[UHhospitals.org](mailto:UHhospitals.org)>

Subject: Work From Home Policy - (b) (6), (b) (7)(C)

Good morning (b) (6), (b) (7)(C)

I am unable to accept this document with your modifications. We have one standard policy in place for all of (b) (6), (b) (7)(C) to accommodate during this temporary situation related to the current pandemic. I will need a copy of our signed policy without changes to move forward in the process.

As (b) (6), (b) (7)(C) indicated via email yesterday, you are able to work with (b) (6), (b) (7)(C) if you need a telecommuting accommodation outside of our attached policy. These are the only two policies that apply to our department at this time.

Thank you

(b) (6), (b) (7)(C)

[REDACTED]



(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)

**Sent:** Thursday, April 02, 2020 8:55 PM

**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

**Cc:** (b) (6), (b) (7)(C)@UHhospitals.org; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

**Subject:** Attached document

Dear (b) (6), (b) (7)(C) :

I need approval for an UH computer and equipment to use at home to start working tomorrow.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 8:59 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Work From Home Policy - (b) (6), (b) (7)(C)


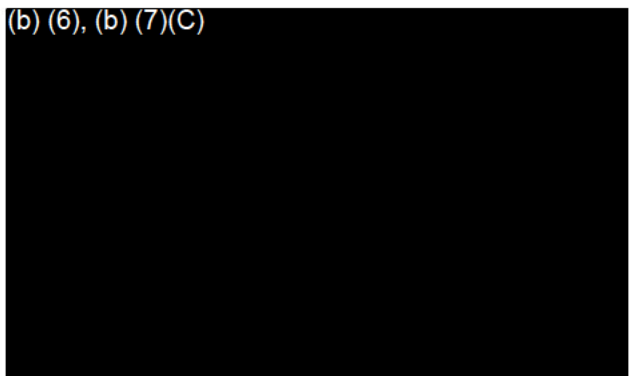
I left (b) (6), (b) (7)(C) a voicemail to ask (b) (6), (b) (7)(C) to call me. I asked if there was something we could do to not let this escalate, but to help end this back and forth. That could help to not make it more comfortable once this is all over.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 8:27 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** FW: Work From Home Policy - (b) (6), (b) (7)(C)

Hi, not sure I would have worded it this way....

(b) (6), (b) (7)(C)




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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 03, 2020 8:07 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) < [\(b\) \(6\), \(b\) \(7\)\(C\)@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org) >  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) < [\(b\) \(6\), \(b\) \(7\)\(C\)@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org) >  
**Subject:** Work From Home Policy - (b) (6), (b) (7)(C)

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) wanted (b) (6), (b) (7)(C) to see if we can/should proceed to take (b) (6), (b) (7)(C) to the next level of counseling because (b) (6), (b) (7)(C) being so "uncooperative". Can we give (b) (6), (b) (7)(C) a deadline at least to either apply for a leave with (b) (6), (b) (7)(C) sign the WFH policy & work from home, or just stay home, using (b) (6), (b) (7)(C) PTO until it's depleted and no pay after that? Thanks.

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>

Sent: Friday, April 3, 2020 6:44 AM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7) s@UHhospitals.org>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>

Subject: Work From Home Policy - (b) (6), (b) (7)(C)

Good morning (b) (6), (b) (7)(C)

I am unable to accept this document with your modifications. We have one standard policy in place for all of (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) to accommodate during this temporary situation related to the current pandemic. I will need a copy of our signed policy without changes to move forward in the process.

As (b) (6), (b) (7)(C) indicated via email yesterday, you are able to work with (b) (6), (b) (7)(C) if you need a telecommuting accommodation outside of our attached policy. These are the only two policies that apply to our department at this time.

Thank you

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Thursday, April 02, 2020 8:55 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>

Cc: (b) (6), (b) (7)(C)@UHhospitals.org; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>

Subject: Attached document

Dear (b) (6), (b) (7)(C) :

I need approval for an UH computer and equipment to use at home to start working tomorrow.

(b) (6), (b) (7)(C)

.

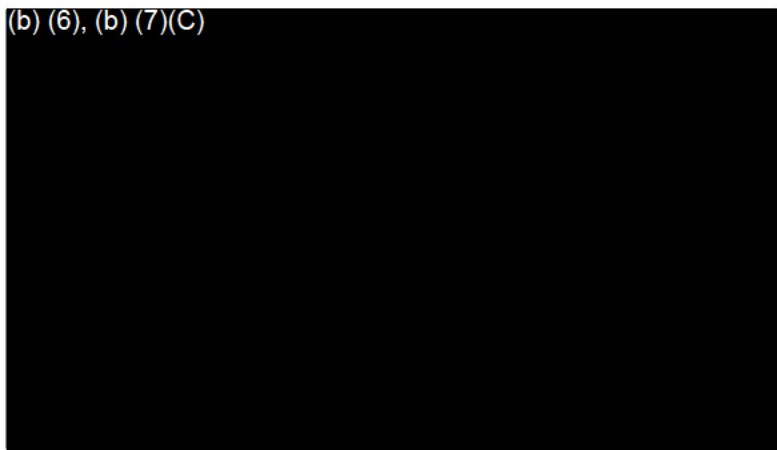
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 8:07 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Work From Home Policy - (b) (6), (b) (7)(C)

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) wanted (b) (6), (b) (7)(C) to see if we can/should proceed to take (b) (6), (b) (7)(C) to the next level of counseling because (b) (6), (b) (7)(C) being so "uncooperative". Can we give (b) (6), (b) (7)(C) a deadline at least to either apply for a leave with (b) (6), (b) (7)(C) sign the WFH policy & work from home, or just stay home, using (b) (6), (b) (7)(C) PTO until it's depleted and no pay after that? Thanks.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, April 3, 2020 6:44 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Work From Home Policy - (b) (6), (b) (7)(C)

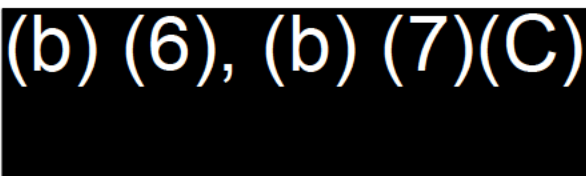
Good morning (b) (6), (b) (7)(C)

I am unable to accept this document with your modifications. We have one standard policy in place for all of (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) to accommodate during this temporary situation related to the current pandemic. I will need a copy of our signed policy without changes to move forward in the process.

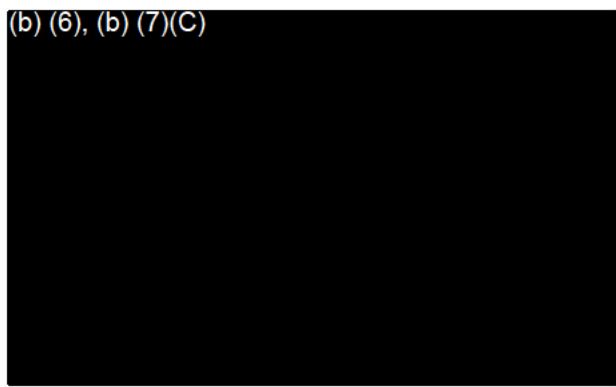
As (b) (6), (b) (7)(C) indicated via email yesterday, you are able to work with (b) (6), (b) (7)(C) if you need a telecommuting accommodation outside of our attached policy. These are the only two policies that apply to our department at this time.

Thank you

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)



From: (b) (6), (b) (7)(C)

Sent: Thursday, April 02, 2020 8:55 PM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org>

Cc: (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org>

Subject: Attached document

Dear (b) (6), (b) (7)(C) :

I need approval for an UH computer and equipment to use at home to start working tomorrow.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Saturday, April 4, 2020 1:58 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** FW: Coronavirus (COVID-19) Reasonable Notification Leave

**Importance:** High

Dear (b) (6), (b) (7)(C) et al:

(b) (6), (b) (7)(C)

I will be tentatively be returning to work on (b) (6), (b) (7)(C) 2020.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, April 7, 2020 3:18 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) approved starting (b) (6), (b) (7)(C)-20

**Categories:** Green Category, Purple Category, Red Category

Okay, I went to Time Off & Resources/My UH Leaves/Manager information tab/LeavePro dashboard and got the info below. I then contacted (b) (6), (b) (7)(C) and provided date of hire, of (b) (6), (b) (7)(C) etc., but they wouldn't give me any information since only (b) (6), (b) (7)(C) is listed as a contact. For now, should I back off 6.21 hrs of PTO for last week to get (b) (6), (b) (7)(C) PTO to a 0 balance unless (b) (6), (b) (7)(C) lets me know that (b) (6), (b) (7)(C) wants to borrow 40 hrs of PTO while (b) (6), (b) (7)(C) off?

I see that the continuous leave is from (b) (6), (b) (7)(C)-20 through (b) (6), (b) (7)(C)-20 for (b) (6), (b) (7)(C) and that paperwork is due by (b) (6), (b) (7)(C)-20. There are no documents yet so I can't see any information about whether or not (b) (6), (b) (7)(C) got (b) (6), (b) (7)(C) also. Maybe we'll know after (b) (6), (b) (7)(C)-20 when the paperwork is due when there is a document in the LeavePro dashboard. By that point (b) (6), (b) (7)(C) may be off leave (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) has already entered (b) (6), (b) (7)(C) in Kronos for yesterday and today. Note that (b) (6), (b) (7)(C) last email said that (b) (6), (b) (7)(C) will tentatively return to work on (b) (6), (b) (7)(C)-20. This leave is scheduled to be approved through (b) (6), (b) (7)(C)-20.



**What time will managers/timekeepers enter in Kronos?**

Managers/timekeepers will only enter the following time in Kronos: •

- PTO for use of intermittent FML time
- PTO for the short-term disability holding week
- Paid Parental Week (maternity, paternity, adoption or floating week)
- PTO for approved personal LOA's

NOTE: FML codes will be removed from Kronos once MyUHLeaves is live.

From: (S)(L) (q) '(g) (q)  
Sent: Tuesday, April 7, 2020 3:01 PM  
To: (S)(L) (q) '(g) (q)  
Cc: (S)(L) (q) '(a) (q)  
Subject: RE: (b) (6), (b) (7)(C) approved starting (b) (6), (b) (7)(C) 20

Ok – thanks. (b) (6), (b) (7)(C) – see below

From: (S)(L) (q) '(g) (q)  
Sent: Tuesday, April 7, 2020 2:46 PM  
To: (S)(L) (q) '(g) (q)

Cc: (b) (6), (b) (7)(C)  
Subject: RE: (b) (6), (b) (7)(C) approved starting (b) (6), (b) (7)(C) 20

Hi (b) (6), (b) (7)(C)

If you want to validate if (b) (6), (b) (7)(C) has applied for (b) (6), (b) (7)(C) you can call (b) (6), (b) (7)(C) or just check the leavepro portal in myuhhr.org. Let me know if you have any other questions.

Thanks,  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Office: (b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Tuesday, April 07, 2020 2:43 PM  
To: (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: FW: (b) (6), (b) (7)(C) approved starting (b) (6), (b) (7)(C) 20  
Importance: High

Hi Wesley, (b) (6), (b) (7)(C), is on (b) (6), (b) (7)(C) – not sure if this notice went to (b) (6), (b) (7)(C) How can (b) (6), (b) (7)(C) validate?

Thanks!

(b) (6), (b) (7)(C)

---

From: (b) (6), (b) (7)(C)  
Sent: Tuesday, April 07, 2020 2:39 PM  
To: (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: (b) (6), (b) (7)(C) approved starting (b) (6), (b) (7)(C) 20  
Importance: High

It looks like (b) (6), (b) (7)(C) got an (b) (6), (b) (7)(C) leave through (b) (6), (b) (7)(C) I'm not sure if you were aware. Notices may be going to (b) (6), (b) (7)(C)

My understanding is that (b) (6), (b) (7)(C) is different from a (b) (6), (b) (7)(C) leave which pays you 60% of your pay. I don't think that the (b) (6), (b) (7)(C) entries are ever put in Kronos, but if approved for (b) (6), (b) (7)(C), the person will see the money payment via check.

I put in PTO for last week until (b) (6), (b) went to -6.21 PTO balance. I will need to know whether (b) (6), (b) wants to go into -40 hours PTO to be paid some 33.79 hrs this week while on (b) (6), (b) (7)C





(b) (6), (b) (7)(C)

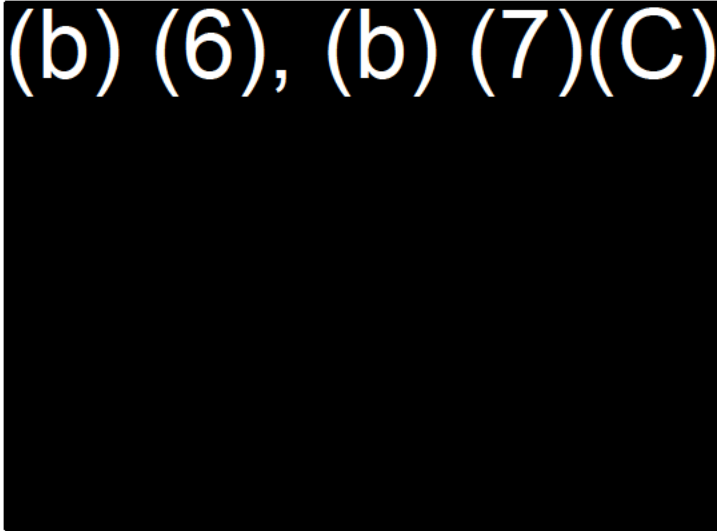
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, April 13, 2020 8:48 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Today's payroll-do you want to borrow 40 hours of PTO? URGENT

You are allowed to borrow up to 40 hours of PTO due to COVID19. Please let me know by 10AM today if you want me to put this through for you this pay. Thanks.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, April 22, 2020 10:49 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Are we NOT supposed to send (b) (6), (b) (7)(C) a temporary work reduction letter by mail since (b) (6), (b) (7) not working or how to we handle (b) (6), (b) (7)

Thanks for the info.

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, April 22, 2020 9:51 AM  
**To:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)  
**Subject:** RE: Are we NOT supposed to send (b) (6), (b) (7)(C) a temporary work reduction letter by mail since (b) (6), (b) (7) not working or how to we handle (b) (6), (b) (7)

Hi (b) (6), (b) (7)(C)

I recommend waiting for employees to come back from leave before discussing as this will not impact them until they return. Employees that are on PTO you could reach out to but it may be better just to speak to them once they return, so they can enjoy there PTO.

On a side note I am not aware of any code needed. However I reached out to our unemployment contact and (b) (6), (b) (7) advised me that any codes needed should be on the unemployment site.

Thanks,  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Office: (b) (6), (b) (7)(C)

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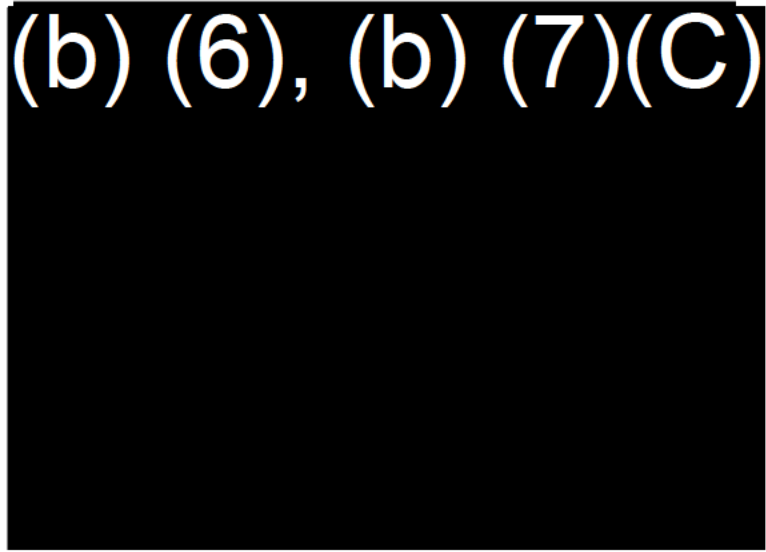
**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, April 21, 2020 12:05 PM  
**To:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org  
**Subject:** RE: Are we NOT supposed to send (b) (6), (b) (7)(C) a temporary work reduction letter by mail since (b) (6), (b) (7) not working or how to we handle (b) (6), (b) (7)

Hi – Can I ask that differently – how should we communicate to employees on PTO (b) (6), (b) (7)(C)? Communicate first day back to work or reach out in the interim

---

**From:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org  
**Sent:** Tuesday, April 21, 2020 11:54 AM  
**To:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org  
**Subject:** Are we NOT supposed to send (b) (6), (b) (7)(C) a temporary work reduction letter by mail since (b) (6), (b) (7) not working or how to we handle (b) (6), (b) (7)

(b) (6), (b) (7)(C)





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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, April 22, 2020 10:46 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: Are we NOT supposed to send (b) (6), (b) (7)(C) a temporary work reduction letter by mail since (b) (6), (b) (7) not working or how to we handle (b) (6), (b) (7)

Thanks!

(b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, April 22, 2020 9:51 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: Are we NOT supposed to send (b) (6), (b) (7)(C) a temporary work reduction letter by mail since (b) (6), (b) (7) not working or how to we handle (b) (6), (b) (7)

Hi (b) (6), (b) (7)(C)

I recommend waiting for employees to come back from leave before discussing as this will not impact them until they return. Employees that are on PTO you could reach out to but it may be better just to speak to them once they return, so they can enjoy their PTO.

On a side note I am not aware of any code needed. However I reached out to our unemployment contact and (b) (6), (b) (7) advised me that any codes needed should be on the unemployment site.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Office: (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, April 21, 2020 12:05 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org>

Subject: RE: Are we NOT supposed to send (b) (6), (b) (7)(C) a temporary work reduction letter by mail since (b) (6), (b) (7) not working or how to we handle (b) (6), (b) (7)

Hi – Can I ask that differently – how should we communicate to employees on PTO or FMLA? Communicate first day back to work or reach out in the interim

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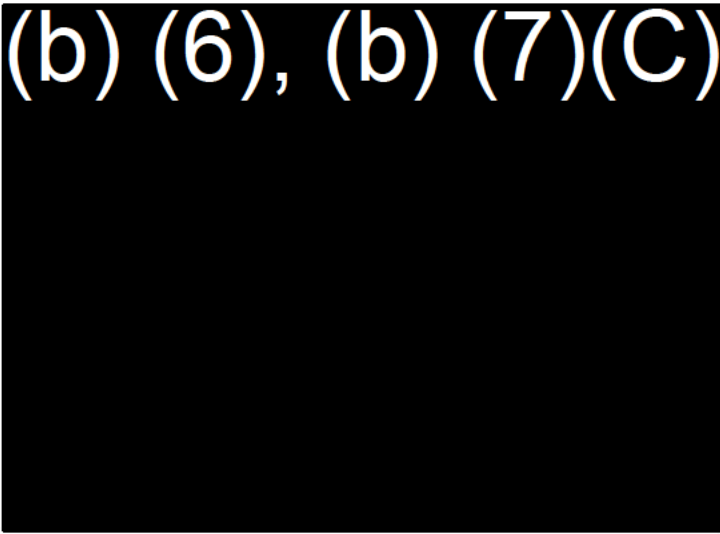
From: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org

Sent: Tuesday, April 21, 2020 11:54 AM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org

Subject: Are we NOT supposed to send (b) (6), (b) (7)(C) a temporary work reduction letter by mail since (b) (6), (b) (7) not working or how to we handle (b) (6), (b) (7)

(b) (6), (b) (7)(C)



.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Thursday, April 30, 2020 4:12 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) Needs Key

I found the 2 keys on (b) (6), (b) (7)(C) desk some weeks back. I thought it was the key to (b) (6), (b) (7)(C) cabinet, although it wasn't locked when (b) (6), (b) (7)(C) went to work from home, but I see now that it isn't for (b) (6), (b) (7)(C) cabinet.

FYI There is a 2<sup>nd</sup> key on the ring with (b) (6), (b) (7)(C) key, but the number doesn't match (b) (6), (b) (7)(C) or (b) (6), (b) (7)(C) cabinets.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, April 29, 2020 7:00 AM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** RE: (b) (6), (b) (7)(C) Needs Key

Okay, I'll look there tomorrow when I'm in the office.

---

**From:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Sent:** Wednesday, April 29, 2020 5:28 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** RE: (b) (6), (b) (7)(C) Needs Key

The keys were left on (b) (6), (b) (7)(C) desk.  
Thx (b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, April 28, 2020 4:47 PM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** (b) (6), (b) (7)(C) Needs Key

I never saw this key on my desk back in March or since. Did you put it in office # (b) (6), (b) (7) on the corner near the copiers?  
Was it put in plain site?

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From: (b) (6), (b) (7)(C)  
Sent: Sunday, March 29, 2020 10:32 PM  
To: (b) (6), (b) (7)(C) @UHHospitals.org>  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C); (b) (6), (b) (7) @UHHospitals.org>  
Subject: (b) (6), (b) (7)(C) Needs Key

Thanks (b) (6), (b) (7)(C) I'll take a look. I was out unexpected on Thursday and didn't notice it on Friday.

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C) @UHHospitals.org>  
Sent: Thursday, March 26, 2020 12:32 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: Re: (b) (6), (b) (7)(C) Needs Key

I made a spare set and left them on your desk

Sent from my iPhone

On Mar 26, 2020, at 12:12 PM, (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @uhhospitals.org> wrote:

Good morning.

Dear (b) (6), (b) (7)(C) :

I hope your day is going well.

I am away from the office. (b) (6), (b) (7)(C) urgently need a key and/or access to my metal overhead cabinets and bottom drawers at cubicle # (b) (6), (b) (7)(C) located on the (b) (6), (b) (7)(C) at the (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Thank-you in advance for your assistance in this matter.

Respectfully,

(b) (6), (b) (7)(C)  
/s/ (b) (6), (b) (7)(C)

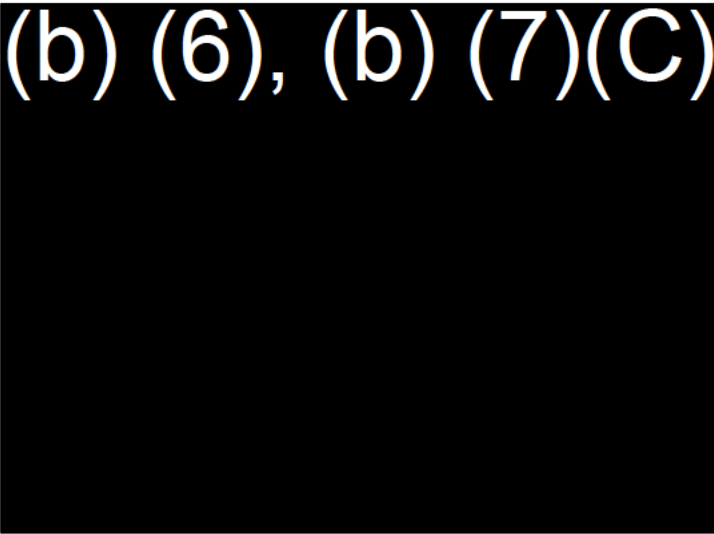
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 1, 2020 10:23 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7) (b) (6), (b) (7) to (b) (6), (b) (7) -20

I received this today for (b) (6), (b) (7) Curious about how the time between (b) (6), (b) (7) -17 and (b) (6), (b) (7) -20 is categorized.

(b) (6), (b) (7)(C)



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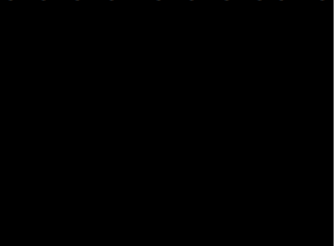
**From:** MyUHLeaves@uhhospitals.org  
**Sent:** Friday, May 1, 2020 9:56 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)



THIS EMAIL ADDRESS IS NOT MONITORED. DO NOT REPLY TO THIS EMAIL.

This e-mail and any attachments may be confidential or legally privileged. If you received this message in error or are not the intended recipient, you should destroy the e-mail and any attachments or copies, and you are prohibited from retaining, distributing, disclosing or using any information contained herein. Thank you for your cooperation.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Sunday, May 3, 2020 10:38 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Coronavirus (COVID-19) Reasonable Notification Leave

Dear (b) (6), (b) (7)(C) et al:

(b) (6), (b) (7)(C)

I will be returning to work tentatively on (b) (6), (b) (7)(C) 2020.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Sunday, May 3, 2020 10:34 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Requesting a copy of COVID-19 PTO document

**Importance:** High

Dear (b) (6), (b) (7)(C) et al:

I did not receive the COVID-19 PTO document in April 2020 that was circulated to all employees explaining how hours will be reduced and other ways in which an employee can use paid time off (PTO), unpaid leave, as well as borrow up to 40 hours during this public health event (COVID-19).

This applicable COVID-19 PTO document dated on approximately April 21, 2020 was provided to all other employees except me via electronic mail from his or her manager.

I believe this time sensitive COVID-19 PTO document further included instructions guiding employees where to direct their question(s) and/or concern(s).

I am requesting a copy of the referenced COVID-19 PTO document.

(b) (6), (b) (7)(C)

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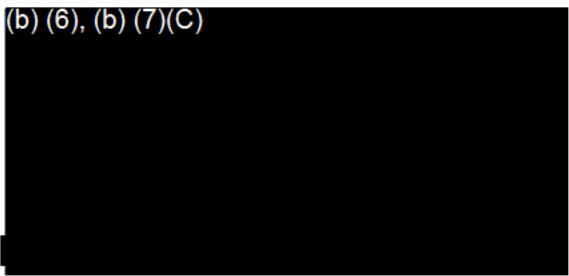
**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, May 4, 2020 7:02 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C) – Can you help us navigate this situation? We are having a hard time maintaining operations without this position and of course have concerns with keeping up now that we are moving toward the furlough. Are we required to just continue to accept this? I just want to make sure we are aware of our obligations. Let me know if we should have a call to discuss.

Thanks!



(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, May 4, 2020 7:21 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) Coronavirus (COVID-19) Reasonable Notification Leave

I'm done replying to (b) (6), (b) (7)(C) I don't know if you even need to reply. We got the LOA notification which by the way, differs from the end date in this invitation.

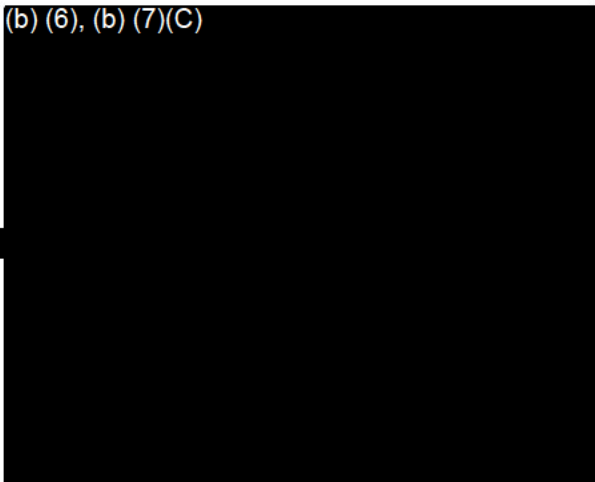
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, May 4, 2020 7:15 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) Coronavirus (COVID-19) Reasonable Notification Leave

I already said that to (b) (6), (b) (7)(C) and (b) (6) did not seem concerned.

Since (b) (6) is addressing to me, I will reply to all these.....

(b) (6), (b) (7)(C)

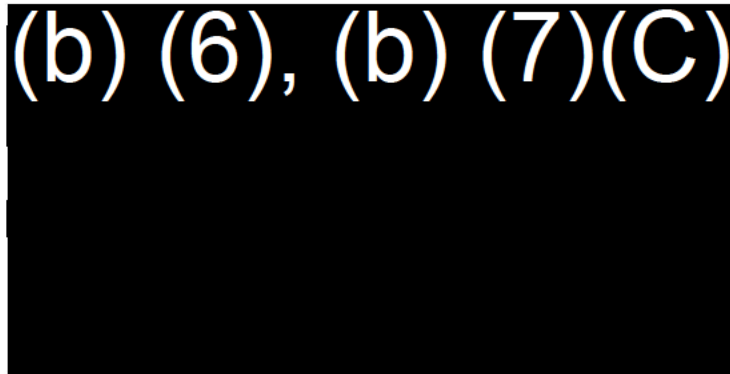


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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, May 04, 2020 7:14 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** (b) (6), (b) (7)(C) Coronavirus (COVID-19) Reasonable Notification Leave

Should (b) (6) really be accessing email when (b) (6), (b) (7)(C) on LOA?

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)



From: (b) (6), (b) (7)(C) (b) (6), (b) (7) (C) <[redacted]@UHhospitals.org>

Sent: Sunday, May 3, 2020 10:38 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) <[redacted]@UHhospitals.org>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) <[redacted]@UHhospitals.org>; (b) (6), (b) (7)(C) <[redacted]@UHhospitals.org>

Subject: Coronavirus (COVID-19) Reasonable Notification Leave

Dear (b) (6), (b) (7)(C) et al:

(b) (6), (b) (7)(C)

I will be returning to work tentatively on (b) (6), (b) (7)(C) 2020.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) Leave Pro (b) (6), (b) (7)(C) info



(b) (6), (b) (7)(C)  
To (b) (6), (b) (7)(C)

Reply Reply All Forward ...

Mon 5/4/2020 11:50 AM

As of today on MyUHR, it looks like (b) (6) has a leave request out there for (b) (6) to (b) (6)-20 but they've asked for more info. That leave shows "originally (b) (6) to (b) (6)-20". (employee (b) (6), (b) (7)(C) can only give me certain info such date it was open, etc. I spoke to (b) (6), (b) (7)(C) and they said (b) (6) opened a leave for start (b) (6)-20 and then (b) (6) requested it to be changed to leave start date until (b) (6)-20 on 0. After checking with (b) (6), (b) (7)(C), apparently (b) (6) should not have changed the start date so the rep changed it back to (b) (6)-20 today. That changes the due date for info from the provider from (b) (6)-20 to (b) (6)-20 or 45 days from the start of the leave under Covid 19. Now that (b) (6) corrected the start date today for (b) (6), leave request (b) (6), (b) (6)-20 leave is pending, not approved, need paperwork from the provider, need to make a determination, job is protected. Whether we can use furlough time from existing staff (versus temps) to cover the shortfall in the meantime is an executive decision.

Kronos shows (b) (6) days of (b) (6) for (b) (6) to 4-10-20 and (b) (6) said they don't enter into Kronos. They said that the (b) (6), (b) (7)(C), was notified of the change so those (b) (6), days need removed from Kronos. HR will need to remove this now. (b) (6) has not yet been approved for any leave days yet and we would normally need to notify them if (b) (6) has any missed days, etc. Once a leave starts and there are time frames (due date changes to (b) (6)-20 (45 days from start of the leave) .

The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

I LOOKED UP THE INFO BELOW TO BE PREPARED WHEN I TALKED TO (b) (6), (b) (7)(C). Since they today changed the start date of (b) (6) leave which will change some of this.

I don't see evidence that (b) (6) initial leave was ever approved separately or that (b) (6) has any leave approved so far because (b) (6) has the full balance amount for each potential type of leave listed. There is one "closed leave" listed, but details show no dates, etc. That being said, Kronos shows that (b) (6), (b) (7)(C) enter (b) (6), (b) (6) days from (b) (6) to (b) (6)-20 only between (b) (6) and (b) (6)-20.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, May 4, 2020 7:36 AM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: Requesting a copy of COVID-19 PTO document

Good morning,

Consistent with instruction from H/R and all other employees out of the office when the document was distributed, each employee is met with and provided with the document upon their return to work.

As your manager, (b) (6), (b) (7)(C) will be providing you the paperwork.

Thanks

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Sunday, May 03, 2020 10:34 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Requesting a copy of COVID-19 PTO document  
**Importance:** High

Dear (b) (6), (b) (7)(C) et al:

I did not receive the COVID-19 PTO document in April 2020 that was circulated to all employees explaining how hours will be reduced and other ways in which an employee can use paid time off (PTO), unpaid leave, as well as borrow up to 40 hours during this public health event (COVID-19).

This applicable COVID-19 PTO document dated on approximately April 21, 2020 was provided to all other employees except me via electronic mail from his or her manager.

I believe this time sensitive COVID-19 PTO document further included instructions guiding employees where to direct their question(s) and/or concern(s).

I am requesting a copy of the referenced COVID-19 PTO document.

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 20, 2020 10:40 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

Do you mind calling today?

(b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 20, 2020 10:36 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

No I called them back when (b) (6), (b) (7)(C) sent (b) (6), (b) (7)(C) April email. I'll see if I get anything after (b) (6), (b) (7)(C) 20 before I call to at least see if (b) (6), (b) (7)(C) received the documentation by the deadline. If so, it may take them a minute to make their determination.

---

**From:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Sent:** Wednesday, May 20, 2020 10:24 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** RE: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

(b) (6), (b) (7)(C) did you call (b) (6), (b) (7)(C) today? (b) (6), (b) (7)(C) has until tomorrow and want to make sure we are clear if approved or not and what our next steps are. Thanks

(b) (6), (b) (7)(C)



From: (b) (6), (b) (7)(C)  
Sent: Wednesday, May 20, 2020 9:47 AM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

As a follow-up, I did call (b) (6), (b) (7)(C) back when this email arrived. You were right and no leaves have been approved yet. (b) (6), (b) (7)(C) did incorrectly close out (b) (6), (b) (7)(C) first request and they fixed it after my call. I think (b) (6), (b) (7)(C) has until (b) (6), (b) (7)(C) -20 to provide provider justification for the leave (b) (6), (b) (7)(C) originally asked for and the additional time through (b) (6), (b) (7)(C) -20.

From: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>  
Sent: Friday, May 1, 2020 10:48 AM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: RE: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

Hi (b) (6), (b) (7)(C)

I think you should call (b) (6), (b) (7)(C) updates the (b) (6), (b) (7)(C) time on behalf of the employee, the only thing you have to input is PTO for them. However I'm not showing the original leave for (b) (6), (b) (7)(C) so its my assumption that Kronos probably does not show (b) (6), (b) (7)(C) for all the dates (b) (6), (b) (7)(C) has been out. (b) (6), (b) (7)(C) needs to tell you what happened with the original leave, was it denied, approved?

Thanks,  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Office (b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)  
Sent: Friday, May 01, 2020 10:23 AM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

I received this today for (b) (6), (b) (7)(C) Curious about how the time between (b) (6), (b) (7)(C) -17 and (b) (6), (b) (7)(C) -20 is categorized.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



---

From: [MyUHLeaves@uhhospitals.org](mailto:MyUHLeaves@uhhospitals.org) <[MyUHLeaves@uhhospitals.org](mailto:MyUHLeaves@uhhospitals.org)>

Sent: Friday, May 1, 2020 9:56 AM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) < [\(b\) \(6\), \(b\) \(7\)\(C\)@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)

Subject: Eligibility - (b) (6), (b) (7)(C)

Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)

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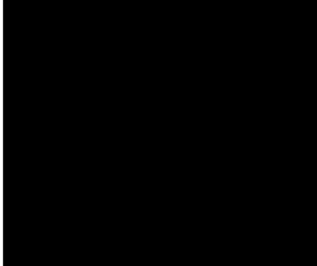
**From:** MyUHLeaves@uhhospitals.org  
**Sent:** Thursday, May 21, 2020 9:44 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Form Reminder - (b) (6), (b) (7)(C)

Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 22, 2020 12:05 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) -form reminder sent by (b) (6), (b) (7)(C) extension granted to new (b) (6), (b) (7)(C) -20 due date

I received the attached, looked up (b) (6), (b) (7)(C) leave request info on MyUHhr and called (b) (6), (b) (7)(C) today. Apparently, (b) (6), (b) (7)(C) asked for an extension and (b) (6), (b) (7)(C) granted it to (b) (6), (b) (7)(C) 20. They explained that you can only get one extension so if the paperwork isn't returned by (b) (6), (b) (7)(C) -20, (b) (6), (b) (7)(C) be denied.

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)



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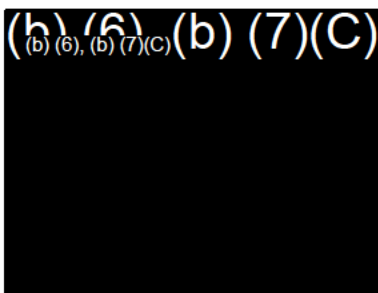
**From:** MyUHLeaves@uhhospitals.org  
**Sent:** Thursday, May 21, 2020 9:44 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Form Reminder - (b) (6), (b) (7)(C)

Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)



.

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 27, 2020 11:51 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) time card

I called (b) (6), (b) (7)(C) Nothing shows as changed on their side from when I checked on line yesterday in the Leave Pro Dashboard. (b) (6), (b) (7)(C) paperwork is still pending receipt of documentation with a due date extension to (b) (6), (b) (7)(C) -20. (b) (6), (b) (7)(C) said they sent nothing over to payroll to enter any (b) (6), (b) (7)(C) days so this must have been done in Payroll for some reason. I'm not sure what initiated it though.

Employee # (b) (6), (b) (7)(C) date of (b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, May 26, 2020 9:14 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: Ivan Matthews time card

Can you call (b) (6), (b) (7)(C)

We clearly have to stay on top of this... terrible communication??

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 27, 2020 10:35 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** FW: (b) (6), (b) (7)(C) time card

Hi,

Can you let us know if you received something for (b) (6), (b) (7)(C) It looks like someone entered (b) (6), (b) (7)(C) Thanks

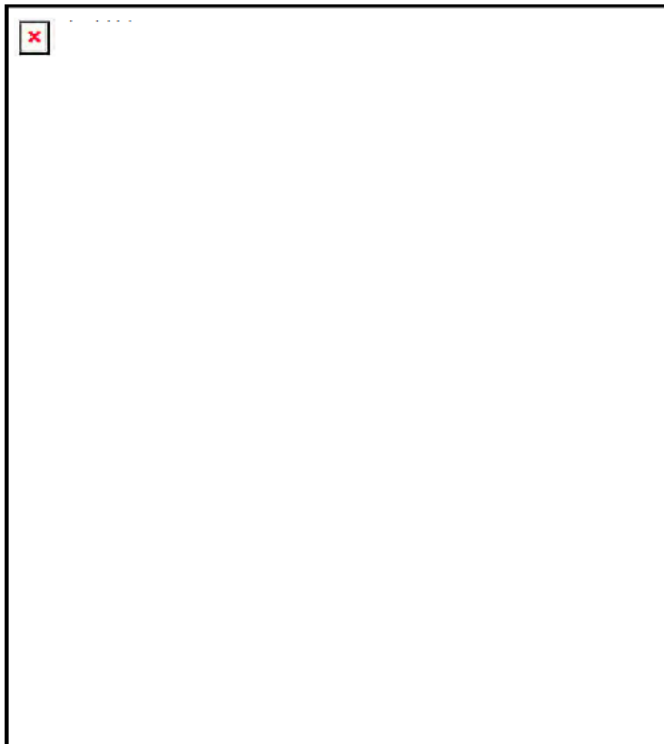
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, May 26, 2020 9:13 AM

To: (b) (6), (b) (7)(C), (b) (6), (b) (7)(C)@UHhospitals.org>

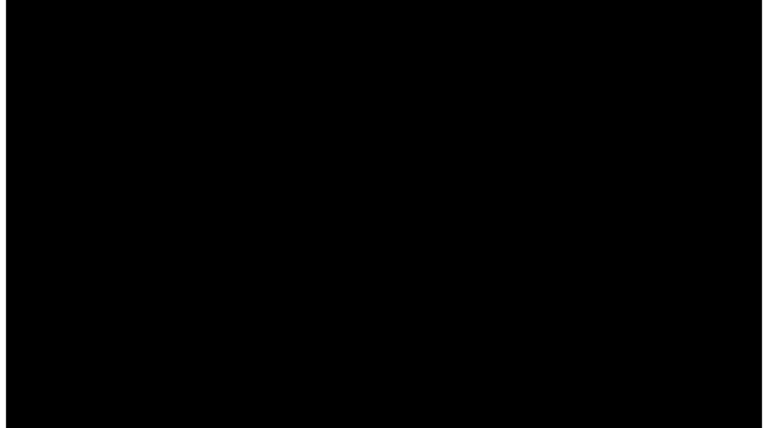
Subject (b) (6), (b) (7)(C) time card

I see this on (b) (6), (b) (7)(C) time card today. I didn't see any email notifications of approval and don't see on leave pro that (b) (6), was approved yet though.





(b) (6), (b) (7)(C)





.

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 27, 2020 12:14 PM  
**To:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) time card

Sure thing I will check after the 31<sup>st</sup> to make sure (b) (6) has turned in what is needed. If (b) (6) turns in the appropriate documentation to cover (b) (6) leave this should be an non-issue as far as (b) (6), (b) (7)(C) goes. As for the (b) (6), (b) (7)(C) leave option that will be a different story, however I think we should have more answers after (b) (6) deadline has passed.

(b) (6), (b) (7)(C)

Office: (b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 27, 2020 12:10 PM  
**To:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) time card

I'm sure you must be right, but (b) (6), (b) (7) told me today and previously that they don't and that they only transfer the info to Payroll. Can we leave this up to you all to check? ☺

---

**From:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>  
**Sent:** Wednesday, May 27, 2020 12:09 PM  
**To:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** RE: (b) (6), (b) (7)(C) time card

Hi (b) (6), (b) (7)(C)

We will have to check with (b) (6), (b) (7) as they are the ones that enter (b) (6), (b) (7) in kronos.

Thanks,  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Office: (b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 27, 2020 12:06 PM  
**To:** (b) (6), (b) (7)(C) @UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** (b) (6), (b) (7)(C) time card

Unless the rep made a mistake today, (b) (6) said that (b) (6), (b) (7)(C) has no approved leaves, but (b) (6) is eligible. Should we check with whomever entered the (b) (6), (b) (7)(C) on your team to see what prompted them to do this?

We do agree with going to the next step if (b) (6) either turns in no documentation to support (b) (6), (b) (7)(C) request by (b) (6), (b) (7)(C)-20 or is denied the (b) (6), (b) (7)(C) by (b) (6), (b) (7)(C) for some other reason.

---

From: (b) (6), (b) (7)(C) @UHhospitals.org>  
Sent: Wednesday, May 27, 2020 11:53 AM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) time card

(b) (6), (b) (7)(C)  
You may have to check with (b) (6), (b) (7)(C) because it looks like (b) (6) has (b) (6), (b) (7)(C) for a (b) (6), (b) (7)(C) ? I don't see any approvals but I do see the (b) (6), (b) (7)(C) Hours being applied which is odd.  
If we don't have any documentation from (b) (6), (b) (7)(C) this week, we need to move forward with the next step

(b) (6), (b) (7)(C)

---

From: (b) (6), (b) (7)(C)  
Sent: Wednesday, May 27, 2020 10:35 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: FW: (b) (6), (b) (7)(C) time card

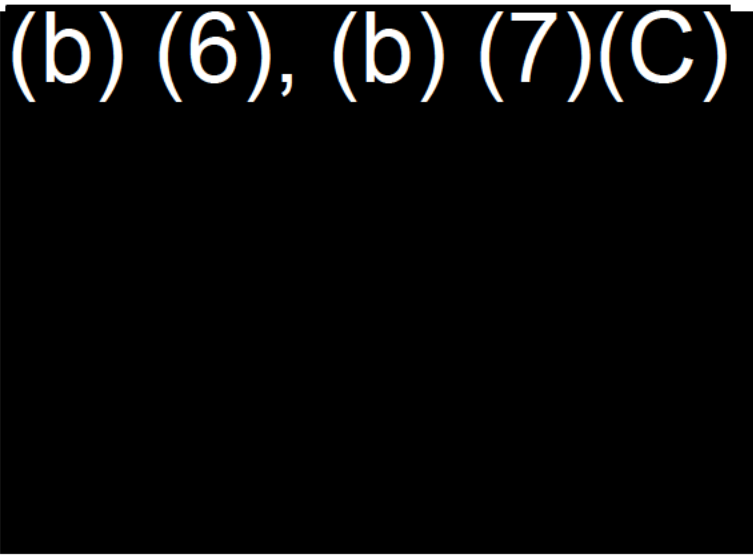
Hi,  
  
Can you let us know if you received something for (b) (6), (b) (7)(C) It looks like someone entered (b) (6), (b) (7)(C) Thanks

---

From: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Sent: Tuesday, May 26, 2020 9:13 AM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: (b) (6), (b) (7)(C) time card

I see this on (b) (6), (b) (7)(C) time card today. I didn't see any email notifications of approval and don't see on leave pro that (b) (6) was approved yet though.

(b) (6), (b) (7)(C)



.

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 29, 2020 2:44 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

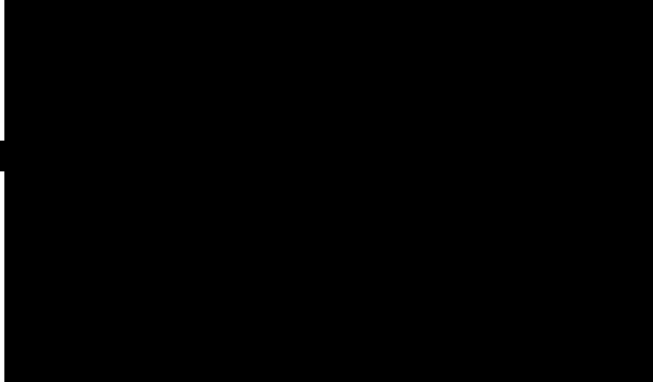
Correct as of a day or so ago anyway. I just hope this latest request has no bearing on the time frame within which (b) (6) needs to have paperwork submitted for the first two leave periods which were combined into one leave request.

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 29, 2020 2:43 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: Eligibility - (b) (6), (b) (7)(C)

But the first still isn't approved??

(b) (6), (b) (7)(C)



---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 29, 2020 2:42 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

It looks like (b) (6), (b) (7)(C) received a request from (b) (6), (b) (7)(C) on (b) (6), (b) (7)(C)-20 which asked for more leave time that begins where (b) (6), (b) (7)(C) last request (pending approval) ends. I'll forward you the other email, but it looks like I got two emails in a row for the same thing.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)

From: [MyUHLeaves@uhhospitals.org](mailto:MyUHLeaves@uhhospitals.org) <[MyUHLeaves@uhhospitals.org](mailto:MyUHLeaves@uhhospitals.org)>

Sent: Friday, May 29, 2020 2:28 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org

Subject: Eligibility - (b) (6), (b) (7)(C)

Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)

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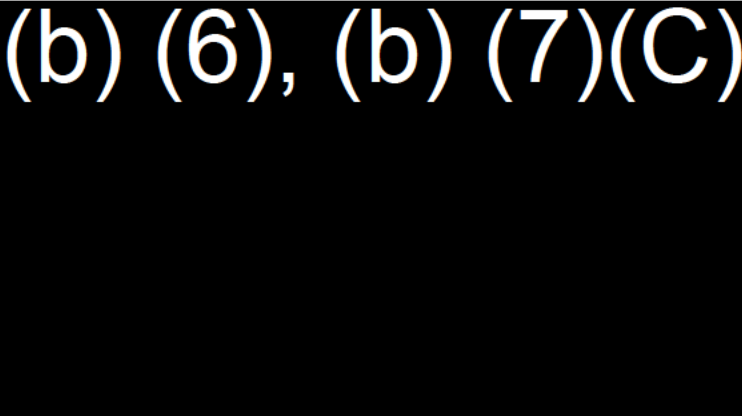
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 29, 2020 2:42 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

FYI This looks like it's the same as the other email received a few minutes earlier.

(b) (6), (b) (7)(C)



---

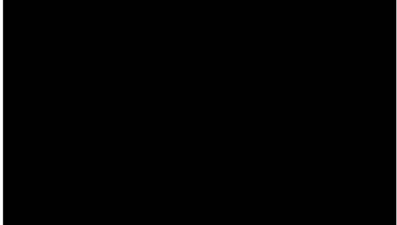
**From:** MyUHLeaves@uhhospitals.org  
**Sent:** Friday, May 29, 2020 2:32 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 29, 2020 2:42 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

It looks like (b) (6), (b) (7)(C) received a request from (b) (6), (b) (7)(C) or (b) (6), (b) (7)(C) -20 which asked for more leave time that begins where (b) (6), (b) (7)(C) last request (pending approval) ends. I'll forward you the other email, but it looks like I got two emails in a row for the same thing.



(b) (6), (b) (7)(C)



---

**From:** MyUHLeaves@uhhospitals.org  
**Sent:** Friday, May 29, 2020 2:28 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

Hello,

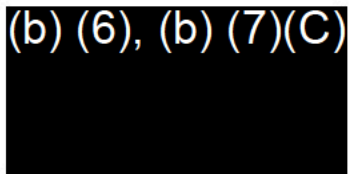
Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)

A large black rectangular redaction box covering the top left portion of the page.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 29, 2020 2:54 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: Eligibility - (b) (6), (b) (7)(C)

Ok – just emailed (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 29, 2020 2:44 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

Correct as of a day or so ago anyway. I just hope this latest request has no bearing on the time frame within which (b) (6), (b) (7)(C) needs to have paperwork submitted for the first two leave periods which were combined into one leave request.

---

**From:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Sent:** Friday, May 29, 2020 2:43 PM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** RE: Eligibility - (b) (6), (b) (7)(C)

But the first still isn't approved? (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Friday, May 29, 2020 2:42 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org>  
Subject: Eligibility (b) (6), (b) (7)(C)

It looks like (b) (6), (b) (7)(C) received a request from (b) (6), (b) (7)(C) or (b) (6), (b) (7)(C)-20 which asked for more leave time that begins where (b) (6), (b) (7)(C) last request (pending approval) ends. I'll forward you the other email, but it looks like I got two emails in a row for the same thing.

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

---

From: MyUHLeaves@uhhospitals.org <MyUHLeaves@uhhospitals.org>  
Sent: Friday, May 29, 2020 2:28 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org>  
Subject: Eligibility (b) (6), (b) (7)(C)

Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Saturday, May 30, 2020 1:45 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

Done. Set one for (b) (6), (b) (7)(C) -20 just in case (b) (6), (b) (7)(C) gets approved for this period, but we may need to set another one for (b) (6), (b) (7)(C) 2020

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, May 26, 2020 9:07 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

Hi, can you set a calendar reminder for us on (b) (6), (b) (7)(C) "new" date? Thanks

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 20, 2020 10:36 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org  
**Subject:** Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

No I called them back when (b) (6), (b) (7)(C) sent (b) (6), (b) (7)(C) April email. I'll see if I get anything after (b) (6), (b) (7)(C) -20 before I call to at least see if (b) (6), (b) (7)(C) received the documentation by the deadline. If so, it may take them a minute to make their determination.

**From:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org  
**Sent:** Wednesday, May 20, 2020 10:24 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org  
**Subject:** RE: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

(b) (6), (b) (7)(C) did you call (b) (6), (b) (7)(C) today? (b) (6), (b) (7)(C) has until tomorrow and want to make sure we are clear if approved or not and what our next steps are. Thanks

(b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 20, 2020 9:47 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org

Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>  
Subject: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

As a follow-up, I did call (b) (6), (b) (7)(C) back when this email arrived. You were right and no leaves have been approved yet. (b) (6), (b) (7)(C) did incorrectly close out (b) (6), (b) (7)(C) first request and they fixed it after my call. I think (b) (6), (b) (7)(C) has until (b) (6), (b) (7)(C) -20 to provide provider justification for the leave (b) (6), (b) (7)(C) originally asked for and the additional time through (b) (6), (b) (7)(C) -20.

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From: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>  
Sent: Friday, May 1, 2020 10:48 AM  
To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>  
Subject: RE: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

Hi (b) (6), (b) (7)(C)

I think you should call (b) (6), (b) (7)(C) updates the (b) (6), (b) (7)(C) time on behalf of the employee, the only thing you have to input is PTO for them. However I'm not showing the original leave for (b) (6), (b) (7)(C) so its my assumption that Kronos probably does not show (b) (6), (b) (7)(C) for all the dates (b) (6), (b) (7)(C) has been out. (b) (6), (b) (7)(C) needs to tell you what happened with the original leave, was it denied, approved?

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)  
Office (b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>  
Sent: Friday, May 01, 2020 10:23 AM  
To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>  
Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>  
Subject: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20

I received this today for (b) (6), (b) (7)(C) Curious about how the time between (b) (6), (b) (7)(C) -17 and (b) (6), (b) (7)(C) -20 is categorized.

(b) (6), (b) (7)(C)

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From: MyUHLeaves@uhhospitals.org <MyUHLeaves@uhhospitals.org>  
Sent: Friday, May 1, 2020 9:56 AM

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Saturday, May 30, 2020 1:45 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C)-20

Done. Set one for (b) (6), (b) (7)(C)-20 just in case (b) (6) gets approved for this period, but we may need to set another one for (b) (6), (b) (7)(C) 2020

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, May 26, 2020 9:07 AM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C)-20

Hi, can you set a calendar reminder for us on (b) (6) "new" date? Thanks

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 20, 2020 10:36 AM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C)-20

No I called them back when (b) (6), (b) (7)(C) sent (b) (6) April email. I'll see if I get anything after (b) (6), (b) (7)(C)-20 before I call to at least see if (b) (6), (b) (7)(C) received the documentation by the deadline. If so, it may take them a minute to make their determination.

---

**From:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Sent:** Wednesday, May 20, 2020 10:24 AM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** RE: Eligibility - (b) (6), (b) (7)(C) Continuous (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C)-20

(b) (6), (b) (7)(C) did you call (b) (6), (b) (7)(C) today? (b) (6) has until tomorrow and want to make sure we are clear if approved or not and what our next steps are. Thanks

(b) (6), (b) (7)(C)



---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, May 20, 2020 9:47 AM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 1, 2020 5:25 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

I checked the old email. You were right. (b) (6), (b) (7)(C) 10-day extension for the first two leave requests which were combined to one request took (b) (6), (b) (7)(C) to a (b) (6), (b) (7)(C) -20 deadline for documentation. Maybe now, (b) (6), (b) (7)(C) will issue a denial for (b) (6), (b) (7)(C) first request.

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 1, 2020 1:04 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

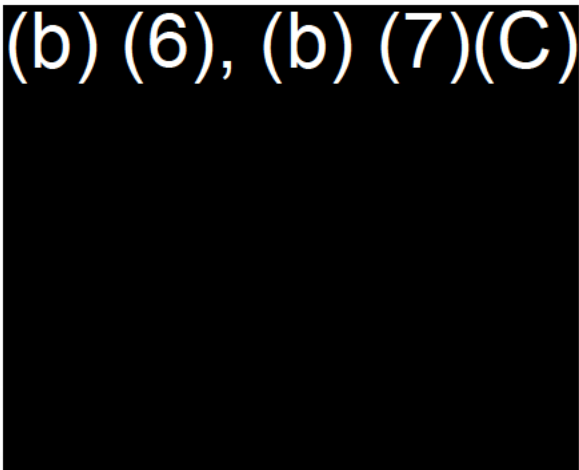
Recall that (b) (6), (b) (7)(C) first request requested a leave beginning like (b) (6), (b) (7)(C) -20. Then (b) (6), (b) (7)(C) added onto that request to go later. Then (b) (6), (b) (7)(C) added a new request to take (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20. So far, (b) (6), (b) (7)(C) combined the first two requests. (b) (6), (b) (7)(C) got an one-time extension of 10 days from the (b) (6), (b) (7)(C) -20 deadline. The new request that goes from (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20 is pending receipt of documentation.

---

**From:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Sent:** Monday, June 1, 2020 1:00 PM  
**To:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** RE: Eligibility - (b) (6), (b) (7)(C)

Ok, that is for this new time period though but the one do (b) (6), (b) (7)(C) has not gotten anything, right?

(b) (6), (b) (7)(C)




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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 01, 2020 12:59 PM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** Eligibility - (b) (6), (b) (7)(C)

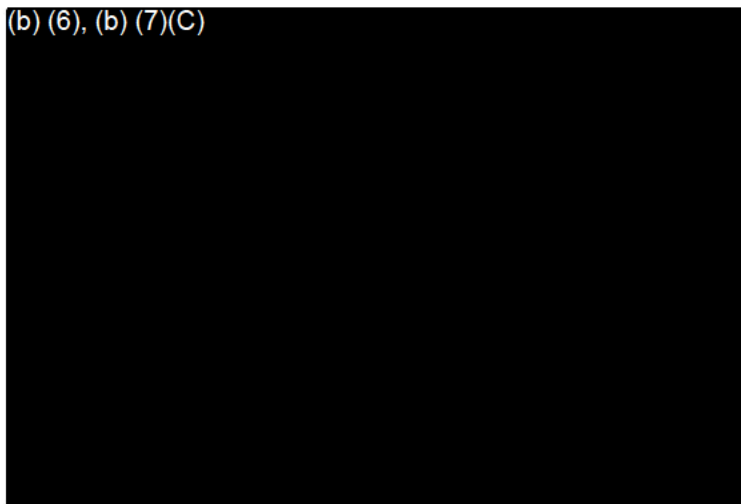
I got this notice today although it's no different than the one dated (b) (6), (b) (7)(C) -20 that we already received for this date period request.

(b) (6), (b) (7)(C)





(b) (6), (b) (7)(C)



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From: [MyUHLeaves@uhhospitals.org](mailto:MyUHLeaves@uhhospitals.org) <[MyUHLeaves@uhhospitals.org](mailto:MyUHLeaves@uhhospitals.org)>

Sent: Monday, June 1, 2020 11:04 AM

To: (b) (6), (b) (7)(C), (b) (6), (b) (7)(C)@UHhospitals.org

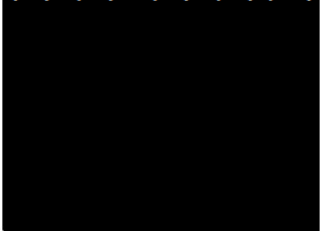
Subject: Eligibility - (b) (6), (b) (7)(C)

Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 1, 2020 1:06 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

No, remember (b) (6) got a 10 day extension on the (b) (6), (b) (7) -20 date. Still no problem with having (b) (6), (b) (7)(C) get into this so a decision can be expedited as much as possible. I think we'll be waiting until (b) (6), (b) (7) 20 to get resolution to the first two leave requests.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 1, 2020 1:03 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Right, which brought (b) (6), (b) (7) until (b) (6), (b) (7)(C)

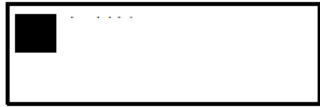
(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 01, 2020 1:01 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org>  
**Subject:** (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Recall that I think (b) (6), (b) (7) got a 10-day extension on turning in paperwork for the first leave request starting (b) (6), (b) (7) -20.

(b) (6), (b) (7)(C)



From: (b) (6), (b) (7)(C) @UHhospitals.org>  
Sent: Monday, June 1, 2020 12:58 PM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Yes I am on this and have submitted a request to find out the detail and we can ultimately take the next step as there isn't any paperwork that has been received.  
I'll get back to you by end of day tomorrow.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)  
Sent: Monday, June 01, 2020 12:47 PM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020  
Importance: High

Hi,

I just want to circle back on this. It looks like (b) (6), (b) (7)(C) is out of office this week. We are past the extension date of (b) (6), (b) (7)(C) applied for another leave and I would like to take action as soon as possible if able since we have exceed (b) (6), (b) (7)(C) has not been to work in 2 months at this point and we really need this role filled.

Thanks for your support and guidance!!!

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 29, 2020 2:54 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Sorry to be a pain – we are now receiving notification that (b) (6), (b) (7)(C) is requesting leave for (b) (6), (b) (7)(C) /20 – (b) (6), (b) (7)(C) /20. Please let me know our options.

Thanks

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 22, 2020 12:44 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thank you for the update (b) (6), (b) (7)(C). We can partner back up after (b) (6), (b) (7)(C) extension date has passed to see what next steps look like. Have a good weekend.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 22, 2020 12:11 PM

To: (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org

Cc: (b) (6), (b) (7)(C) Wesley.Haymon@UHHospitals.org

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Good afternoon,

As a follow up – (b) (6), (b) (7)(C) paperwork was due yesterday. It was not submitted and (b) (6), (b) (7)(C) has granted (b) (6), (b) (7)(C) an extension to turn in until (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 1:21 PM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org

Subject: RE: (b) (6), (b) (7)(C) Leave until (b) (6), (b) (7)(C) 2020

Thanks for the feedback

The bottom line is that it appears any time (b) (6), (b) (7)(C) has been out since (b) (6), (b) (7)(C) should be considered protected. We need to stay close to this to ensure (b) (6), (b) (7)(C) submits the paperwork. (b) (6), (b) (7)(C) will notify (b) (6), (b) (7)(C) if it is/isn't approved.

If it is approved (b) (6), (b) (7)(C) will exhaust prior to when (b) (6), (b) (7)(C) says (b) (6), (b) (7)(C) will return.

HR will stay close to it as well.

I'll work with payroll on the removal of the (b) (6), (b) (7)(C) from Kronos

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 12:46 PM

To: (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) just spoke to (b) (6), (b) (7)(C). As of today, MyUHHR shows (b) (6), (b) (7)(C) has a leave request for (b) (6), (b) (7)(C) /20 – (b) (6), (b) (7)(C) /20 awaiting more information. The leave originally shows (b) (6), (b) (7)(C) 20 – (b) (6), (b) (7)(C) 20. Upon (b) (6), (b) (7)(C) speaking to (b) (6), (b) (7)(C) this morning, they indicated (b) (6), (b) (7)(C) opened a leave to start (b) (6), (b) (7)(C) /20 and then (b) (6), (b) (7)(C) requested it to be changed to (b) (6), (b) (7)(C) /20. After speaking with (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) is saying they should not have changed the start date to (b) (6), (b) (7)(C) /20 and changed it back to (b) (6), (b) (7)(C) /20 today.

That changes the due date for (b) (6), (b) (7)(C) to provide info from provider from (b) (6), (b) (7)(C) /20 to (b) (6), (b) (7)(C) /20 (45 days from start of leave)

(b) (6), (b) (7)(C) /20 leave is pending, not approved. It needs paperwork from the provider and needs to make a determination.

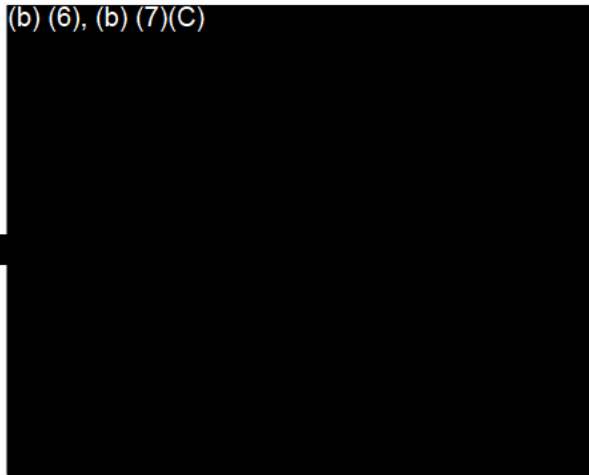
Kronos shows (b) (6), (b) (7)(C) days of (b) (6), (b) (7)(C) for (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) is saying they did not enter that time, nor did (b) (6), (b) (7)(C). They we need to notify (b) (6), (b) (7)(C) (☺) to remove that from Kronos.

(b) (6), (b) (7)(C) has currently not had any leave days approved, however, it appears (b) (6), (b) (7)(C) job is protected during this 45 day period? Can you please confirm?

I am summarizing a very long email from (b) (6), (b) (7)(C) with attachments and will forward that to you, as well.

Thank you for your support and guidance!

(b) (6), (b) (7)(C)




---

From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 11:08 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

I'm guessing (b) (6), (b) (7)(C) hasn't submitted (b) (6), (b) (7)(C) paperwork yet but unfortunately we don't have access to that and rely on (b) (6), (b) (7)(C) to tell us. Did (b) (6), (b) (7)(C) have an approved leave prior to this one? (b) (6), (b) (7)(C) been out for weeks and if it wasn't approved this should have been counting against (b) (6), (b) (7)(C) attendance.

(b) (6), (b) (7)(C) – feel free to chime in if you know more

(b) (6), (b) (7)(C)



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From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 10:58 AM  
To: (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Agree – looks like more information is needed for this to be approved, has (b) (6), (b) (7)(C) done that?

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:56 AM

To: (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: RE: (b) (6), (b) (7)(C) Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) received attached on Friday. (b) (6), (b) (7)(C) is calling (b) (6), (b) (7)(C) to better understand, as it appears (b) (6), (b) (7)(C) is eligible but not yet approved for leave based on attached?

Thanks!

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:12 AM

To: (b) (6), (b) (7)(C) @UHHospitals.org>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Did you receive any communication from (b) (6), (b) (7)(C) regarding (b) (6), (b) (7)(C) I see (b) (6), (b) (7)(C) listed in (b) (6), (b) (7)(C) as (b) (6), (b) (7)(C) but I am not privy to the paperwork and am not sure if (b) (6), (b) (7)(C) ever submitted it? Any emails you have will be helpful to me to work through this.



(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 8:48 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: FW: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020  
Importance: High

Hi (b) (6), (b) (7)(C)

Any support from you on this appreciated. (b) (6), (b) (7)(C) has continued to be non compliant with requests and adhering to policy. I'm attaching (b) (6), (b) (7)(C) last communication with (b) (6), (b) (7)(C)

Can we move this to abandonment and terminate?

Please let us know.

Thanks

(b) (6)

---

From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 7:02 AM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C) – Can you help us navigate this situation? We are having a hard time maintaining operations without this position and of course have concerns with keeping up now that we are moving toward the furlough. Are we required to just continue to accept this? I just want to make sure we are aware of our obligations. Let me know if we should have a call to discuss.

Thanks!



(b) (6), (b) (7)(C)

.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 1, 2020 1:01 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Recall that I think (b) (6), (b) (7)(C) got a 10-day extension on turning in paperwork for the first leave request starting (b) (6), (b) (7)(C) 20.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 1, 2020 12:58 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Yes I am on this and have submitted a request to find out the detail and we can ultimately take the next step as there isn't any paperwork that has been received.  
I'll get back to you by end of day tomorrow.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 01, 2020 12:47 PM  
**To:** (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org  
**Cc:** (b) (6), (b) (7)(C) @UHHospitals.org  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020  
**Importance:** High

Hi,

I just want to circle back on this. It looks like (b) (6), (b) (7)(C) is out of office this week. We are past the extension date of (b) (6), (b) (7)(C) applied for another leave and I would like to take action as soon as possible if able since we have exceed (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) has not been to work in 2 months at this point and we really need this role filled.

Thanks for your support and guidance!!!

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Friday, May 29, 2020 2:54 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Sorry to be a pain – we are now receiving notification that (b) (6), (b) (7)(C) is requesting leave for (b) (6), (b) (7)(C) /20 – (b) (6), (b) (7)(C) /20. Please let me know our options.

Thanks

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Friday, May 22, 2020 12:44 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org  
Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thank you for the update (b) (6), (b) (7)(C). We can partner back up after (b) (6), extension date has passed to see what next steps look like. Have a good weekend.

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)

Sent: Friday, May 22, 2020 12:11 PM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Good afternoon,

As a follow up – (b) (6), (b) (7)(C) paperwork was due yesterday. It was not submitted and (b) (6), (b) (7)(C) has granted (b) (6), (b) (7)(C) an extension to turn in until (b) (6), (b) (7)(C).

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 1:21 PM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thanks for the feedback

The bottom line is that it appears any time (b) (6), (b) (7)(C) has been out since (b) (6), (b) (7)(C) should be considered protected. We need to stay close to this to ensure (b) (6), (b) (7)(C) submits the paperwork. (b) (6), (b) (7)(C) will notify (b) (6), (b) (7)(C) if it is/isn't approved.

If it is approved (b) (6), (b) (7)(C) will exhaust prior to when (b) (6), (b) (7)(C) says (b) (6), (b) (7)(C) will return.

HR will stay close to it as well.

I'll work with payroll on the removal of the (b) (6), (b) (7)(C) from Kronos

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 12:46 PM  
To: (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>  
Cc: (b) (6), (b) (7)(C) Wesley.Haymon@UHHospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) just spoke to (b) (6), (b) (7)(C). As of today, MyUHHR shows (b) (6), (b) (7)(C) has a leave request for (b) (6), (b) (7)(C) /20 – (b) (6), (b) (7)(C) /20 awaiting more information. The leave originally shows (b) (6), (b) (7)(C) /20 – (b) (6), (b) (7)(C) /20. Upon (b) (6), (b) (7)(C) speaking to (b) (6), (b) (7)(C) this morning, they indicated (b) (6), (b) (7)(C) opened a leave to start (b) (6), (b) (7)(C) /20 and then (b) (6), (b) (7)(C) requested it to be changed to (b) (6), (b) (7)(C) /20. After speaking with (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) is saying they should not have changed the start date to (b) (6), (b) (7)(C) /20 and changed it back to (b) (6), (b) (7)(C) /20 today.

That changes the due date for (b) (6), (b) (7)(C) to provide info from provider from (b) (6), (b) (7)(C) /20 to (b) (6), (b) (7)(C) /20 (45 days from start of leave)

(b) (6), (b) (7)(C) /20 leave is pending, not approved. It needs paperwork from the provider and needs to make a determination.

Kronos shows (b) (6), (b) (7)(C) days of (b) (6), (b) (7)(C) for (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) is saying they did not enter that time, nor did (b) (6), (b) (7)(C). They we need to notify (b) (6), (b) (7)(C) (☺) to remove that from Kronos.

(b) (6), (b) (7)(C) has currently not had any leave days approved, however, it appears (b) (6), (b) (7)(C) job is protected during this 45 day period? Can you please confirm?

I am summarizing a very long email from (b) (6), (b) (7)(C) with attachments and will forward that to you, as well.

Thank you for your support and guidance!

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 11:08 AM  
To: (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

I'm guessing (b) (6), (b) (7)(C) hasn't submitted (b) (6), (b) (7)(C) paperwork yet but unfortunately we don't have access to that and rely on (b) (6), (b) (7)(C) to tell us. Did (b) (6), (b) (7)(C) have an approved leave prior to this one? (b) (6), (b) (7)(C) been out for weeks and if it wasn't approved this should have been counting against (b) (6), (b) (7)(C) attendance.

(b) (6), (b) (7)(C) – feel free to chime in if you know more

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:58 AM

To: (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>; (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Agree – looks like more information is needed for this to be approved, has (b) (6) done that?



From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:56 AM

To: (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>; (b) (6), (b) (7)(C) <[@UHhospitals.org](mailto:(b) (6), (b) (7)(C)@UHhospitals.org)>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) received attached on Friday. (b) (6), (b) (7)(C) is calling (b) (6), (b) (7)(C) to better understand, as it appears (b) (6), (b) (7)(C) is eligible but not yet approved for leave based on attached?

Thanks!

(b) (6), (b) (7)(C)



From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 10:12 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Did you receive any communication from (b) (6), (b) (7)(C) regarding (b) (6), (b) (7)(C) I see (b) (6), (b) (7)(C) listed in (b) (6), (b) (7)(C) as (b) (6), (b) (7)(C) but I am not privy to the paperwork and am not sure if (b) (6), (b) (7)(C) ever submitted it?  
Any emails you have will be helpful to me to work through this.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 8:48 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: FW: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020  
Importance: High

Hi (b) (6), (b) (7)(C)

Any support from you on this appreciated. (b) (6), (b) (7)(C) has continued to be non compliant with requests and adhering to policy. I'm attaching (b) (6), (b) (7)(C) last communication with (b) (6), (b) (7)(C)

Can we move this to abandonment and terminate?

Please let us know.

Thanks

(b) (6)

From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 7:02 AM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C) – Can you help us navigate this situation? We are having a hard time maintaining operations without this position and of course have concerns with keeping up now that we are moving toward the furlough. Are we required to just continue to accept this? I just want to make sure we are aware of our obligations. Let me know if we should have a call to discuss.



Thanks!



(b) (6), (b) (7)(C)

.

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 1, 2020 5:18 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C)-form reminder sent by (b) (6), (b) (7)(C) extension granted to new (b) (6), (b) (7)-20 due date

Once again, you were right. (b) (6), extension took (b) (6), (b) (7) to (b) (6), (b) (7)-20. Apparently, your memory is better than mine!

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 22, 2020 12:05 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) (b) (6), (b) (7)-form reminder sent by (b) (6), (b) (7)(C) extension granted to new (b) (6), (b) (7)-20 due date

I received the attached, looked up (b) (6), leave request info on MyUHhr and called (b) (6), (b) (7)(C) today. Apparently, (b) (6), asked for an extension and (b) (6), (b) (7)(C) granted it to (b) (6), (b) (7)-20. They explained that you can only get one extension so if the paperwork isn't returned by (b) (6), (b) (7)-20, (b) (6), (b) (7) be denied.

(b) (6), (b) (7)(C)

---

**From:** [MyUHLeaves@uhhospitals.org](mailto:MyUHLeaves@uhhospitals.org) <[MyUHLeaves@uhhospitals.org](mailto:MyUHLeaves@uhhospitals.org)>  
**Sent:** Thursday, May 21, 2020 9:44 AM  
**To:** (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org  
**Subject:** Form Reminder - (b) (6), (b) (7)(C)

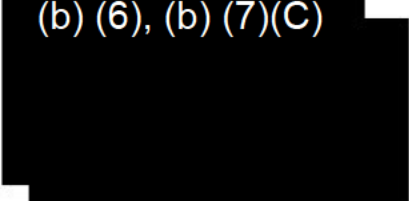
Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

A large black rectangular redaction box covers the top left portion of the page, obscuring the header information.

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This e-mail and any attachments may be confidential or legally privileged. If you received this message in error or are not the intended recipient, you should destroy the e-mail and any attachments or copies, and you are prohibited from retaining, distributing, disclosing or using any information contained herein. Thank you for your cooperation.

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----- This message, and any attachments to it, may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are notified that any use, dissemination, distribution, copying, or communication of this message is strictly prohibited. If you have received this message in error, please notify the sender immediately by return e-mail and delete the message and any attachments. Thank you.

.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 1, 2020 5:06 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi all

It turns out that (b) (6), (b) (7)(C) has not submitted ANY paperwork back to (b) (6), (b) (7)(C). Technically (b) (6), (b) (7)(C) had 15 days from (b) (6), (b) (7)(C) original request to submit it so I'm not sure what happened or where the (b) (6), (b) (7)(C) date is coming from. I'll set up a call for us tomorrow to review next steps.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 01, 2020 12:47 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020  
**Importance:** High

Hi,

I just want to circle back on this. It looks like (b) (6), (b) (7)(C) is out of office this week. We are past the extension date of (b) (6), (b) (7)(C) applied for another leave and I would like to take action as soon as possible if able since we have exceed (b) (6), (b) (7)(C).

(b) (6), (b) (7)(C) has not been to work in 2 months at this point and we really need this role filled.

Thanks for your support and guidance!!!

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, May 29, 2020 2:54 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Sorry to be a pain – we are now receiving notification that (b) (6), (b) (7)(C) is requesting leave for (b) (6), (b) (7)(C) /20 – (b) (6), (b) (7)(C) /20. Please let me know our options.

Thanks

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Friday, May 22, 2020 12:44 PM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thank you for the update (b) (6), (b) (7)(C) We can partner back up after (b) (6), (b) (7)(C) extension date has passed to see what next steps look like. Have a good weekend.

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Friday, May 22, 2020 12:11 PM  
To: (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Good afternoon,

As a follow up – (b) (6), (b) (7)(C) paperwork was due yesterday. It was not submitted and (b) (6), (b) (7)(C) has granted (b) (6), (b) (7)(C) an extension to turn in until (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 1:21 PM

To: (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thanks for the feedback

The bottom line is that it appears any time he has been out since (b) (6), (b) (7)(C) should be considered protected. We need to stay close to this to ensure (b) (6), (b) (7)(C) submits the paperwork. (b) (6), (b) (7)(C) will notify (b) (6), (b) (7)(C) if it is/isn't approved.

If it is approved (b) (6), (b) (7)(C) will exhaust prior to when (b) (6), (b) (7)(C) says (b) (6), (b) (7)(C) will return.

HR will stay close to it as well.

I'll work with payroll on the removal of the (b) (6), (b) (7)(C) from Kronos

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 12:46 PM

To: (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) just spoke to (b) (6), (b) (7)(C). As of today, MyUHHR shows (b) (6), (b) (7)(C) has a leave request for (b) (6), (b) (7)(C) /20 – (b) (6), (b) (7)(C) /20 awaiting more information. The leave originally shows (b) (6), (b) (7)(C) /20 – (b) (6), (b) (7)(C) /20. Upon (b) (6), (b) (7)(C) speaking to (b) (6), (b) (7)(C) this morning, they indicated (b) (6), (b) (7)(C) opened a leave to start (b) (6), (b) (7)(C) /20 and then (b) (6), (b) (7)(C) requested it to be changed to (b) (6), (b) (7)(C) /20. After speaking with (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) is saying they should not have changed the start date to (b) (6), (b) (7)(C) /20 and changed it back to (b) (6), (b) (7)(C) /20 today.

That changes the due date for (b) (6), (b) (7)(C) to provide info from provider from (b) (6), (b) (7)(C) /20 to (b) (6), (b) (7)(C) /20 (45 days from start of leave)

(b) (6), (b) (7)(C) 20 leave is pending, not approved. It needs paperwork from the provider and needs to make a determination.

Kronos shows (b) (6), (b) (7)(C) days of (b) (6), (b) (7)(C) for (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) is saying they did not enter that time, nor did (b) (6), (b) (7)(C). They we need to notify (b) (6), (b) (7)(C) ( ☺ ) to remove that from Kronos.

(b) (6), (b) (7)(C) has currently not had any leave days approved, however, it appears (b) (6), (b) (7)(C) job is protected during this 45 day period? Can you please confirm?

I am summarizing a very long email from (b) (6), (b) (7)(C) with attachments and will forward that to you, as well.

Thank you for your support and guidance!

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 11:08 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

I'm guessing (b) (6) hasn't submitted (b) (6) paperwork yet but unfortunately we don't have access to that and rely on (b) (6), (b) (7) to tell us. Did (b) (6) have an approved leave prior to this one? (b) (6), (b) (7) been out for weeks and if it wasn't approved this should have been counting against (b) (6) attendance.  
(b) (6), (b) (7) – feel free to chime in if you know more

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 10:58 AM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Agree – looks like more information is needed for this to be approved, has (b) (6) done that?

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:56 AM

To: (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: RE: (b) (6), (b) (7)(C) Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) received attached on Friday. (b) (6), (b) (7)(C) is calling (b) (6), (b) (7)(C) to better understand, as it appears (b) (6), (b) (7)(C) is eligible but not yet approved for leave based on attached?

Thanks!

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:12 AM

To: (b) (6), (b) (7)(C) @UHHospitals.org>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Did you receive any communication from (b) (6), (b) (7)(C) regarding (b) (6), (b) (7)(C) I see (b) (6), (b) (7)(C) listed in (b) (6), (b) (7)(C) as (b) (6), (b) (7)(C) but I am not privy to the paperwork and am not sure if (b) (6), (b) (7)(C) ever submitted it?

Any emails you have will be helpful to me to work through this.



(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 8:48 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: FW: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020  
Importance: High

Hi (b) (6), (b) (7)(C)

Any support from you on this appreciated. (b) (6), (b) (7)(C) has continued to be non compliant with requests and adhering to policy. I'm attaching (b) (6), (b) (7)(C) last communication with (b) (6), (b) (7)(C)

Can we move this to abandonment and terminate?

Please let us know.

Thanks

(b) (6)

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From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 7:02 AM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C) – Can you help us navigate this situation? We are having a hard time maintaining operations without this position and of course have concerns with keeping up now that we are moving toward the furlough. Are we required to just continue to accept this? I just want to make sure we are aware of our obligations. Let me know if we should have a call to discuss.

Thanks!



(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 8, 2020 2:15 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Good and as (b) (6), (b) (7)(C), I should get notified also. In the past, (b) (6), (b) (7)(C) indicated (b) (6), (b) (7)(C) wanted to work from home, but wasn't willing to sign the work from home agreement without edits.

We need to get someone back in (b) (6), (b) (7)(C) seat as 1/3 of a 3-person team. (b) (6), (b) (7)(C) is on PTO this week, but I think we're looking for HR direction as to what options we have to achieve (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 8, 2020 2:07 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

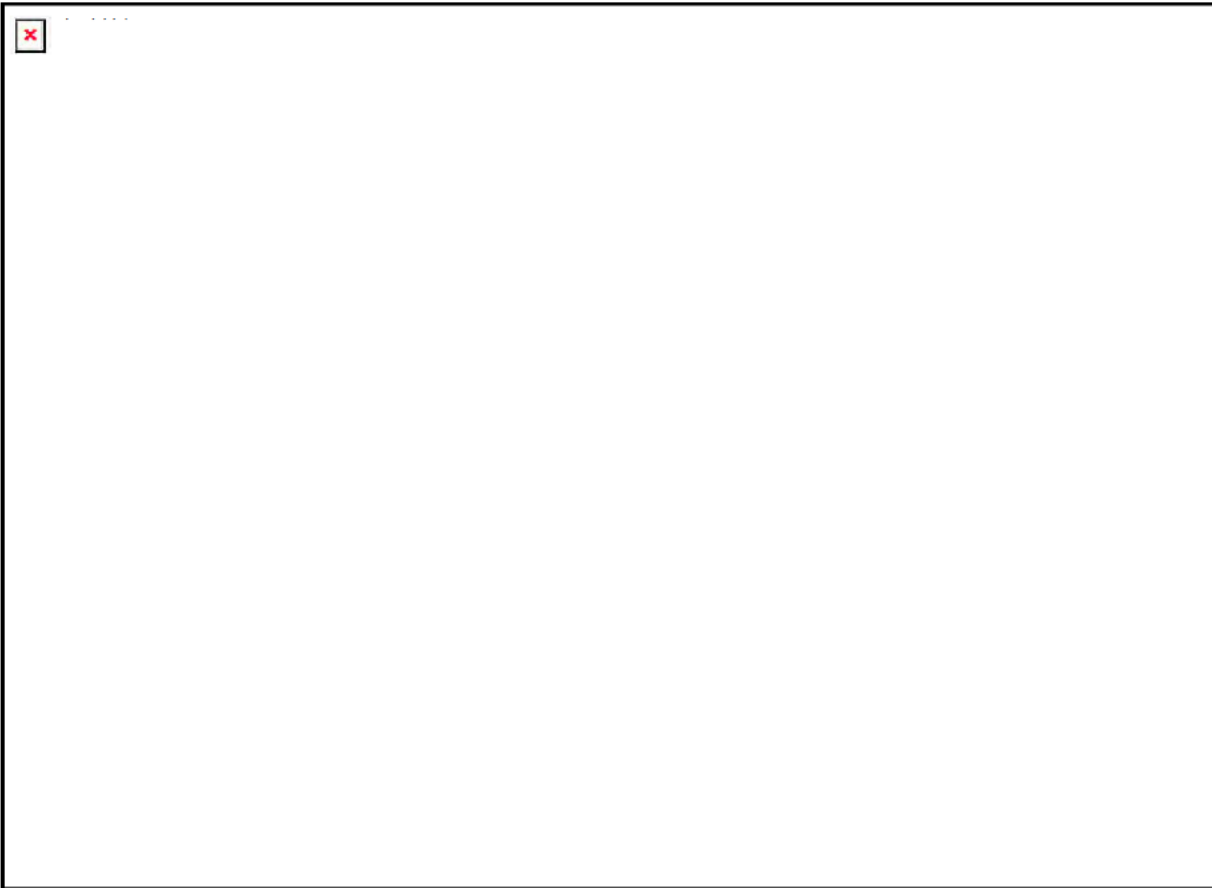
Yes that is what they are doing. (b) (6), (b) (7)(C) is sending the denials and back dating it all the way to (b) (6), (b) (7)(C). I've asked them to send me a note once those letters go out.

(b) (6), (b) (7)(C)

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 08, 2020 1:45 PM  
**To:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>  
**Subject:** (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

(b) (5), (b) (7)(C) is on vacation this week and I'm not the decision maker. However, wouldn't the first step be for (b) (5), (b) (7) to actually mail (b) (5), (b) (7) a denial for (b) (5), (b) (7)(C) first (b) (5), (b) (7)(C) requests for no documentation? (b) (5), (b) (7) combined these into one leave and (b) (5), (b) (7) passed the deadline for submission + a 10-day extension for those two requests. Now, (b) (5), (b) (7) added additional date to (b) (5), (b) (7) and it looks like (b) (5), (b) (7) combined that request to the original leaves. Can (b) (5), (b) (7) separately deny the first two date ranges that (b) (5), (b) (7) submitted prior to the latest request for (b) (5), (b) (7) to (b) (5), (b) (7) 20? Thanks.



(b) (5), (b) (7) also has a new leave request to extend (b) (5), (b) (7) original requests for which the paperwork isn't due until (b) (5), (b) (7)-20 according to LeavePro, but if is first leave is actually denied, we could take action.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) @UHhospitals.org>

Sent: Monday, June 8, 2020 1:20 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHhospitals.org>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi all,

As a follow up to this (b) (6), (b) (7)(C) and I talked last week and I confirmed with (b) (6), (b) (7)(C) that (b) (6), (b) (7)(C) never turned in any paperwork. Essentially (b) (6), (b) (7)(C) has been out of work since the beginning of (b) (6), (b) (7)(C) unapproved.

This is unapproved time off and subject to the attendance policy. Let me know your thoughts on next step

(b) (6), (b) (7) happy to chat through if you want.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, June 01, 2020 5:06 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHHospitals.org>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi all

It turns out that (b) (6), (b) (7) has not submitted ANY paperwork back to (b) (6), (b) (7)(C). Technically (b) (6), (b) (7) had 15 days from (b) (6), (b) (7)(C) original request to submit it so I'm not sure what happened or where the (b) (6), (b) (7)(C) date is coming from.

I'll set up a call for us tomorrow to review next steps.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, June 01, 2020 12:47 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHHospitals.org>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Importance: High

Hi,

I just want to circle back on this. It looks like (b) (6), (b) (7) is out of office this week. We are past the extension date of (b) (6), (b) (7)(C) applied for another leave and I would like to take action as soon as possible if able since we have exceed (b) (6), (b) (7)(C).

(b) (6), (b) (7) has not been to work in 2 months at this point and we really need this role filled.

Thanks for your support and guidance!!!

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 29, 2020 2:54 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org

Subject: RE: (b) (6), (b) (7)(C) - Leave (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Sorry to be a pain – we are now receiving notification that (b) (6), (b) (7)(C) is requesting leave for (b) (6), (b) (7)(C) /20 – (b) (6), (b) (7)(C) /20. Please let me know our options.

Thanks

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 22, 2020 12:44 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thank you for the update (b) (6), (b) (7)(C). We can partner back up after (b) (6), (b) (7)(C) extension date has passed to see what next steps look like. Have a good weekend.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 22, 2020 12:11 PM

To: (b) (6), (b) (7)(C) @UHhospitals.org; (b) (6), (b) (7)(C) @UHhospitals.org

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Good afternoon,

As a follow up – (b) (6), (b) (7)(C) paperwork was due yesterday. It was not submitted and (b) (6), (b) (7)(C) has granted (b) (6), (b) (7)(C) an extension to turn in until (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 1:21 PM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thanks for the feedback

The bottom line is that it appears any time (b) (6), (b) (7)(C) has been out since (b) (6), (b) (7)(C) should be considered protected. We need to stay close to this to ensure (b) (6), (b) (7)(C) submits the paperwork. (b) (6), (b) (7)(C) will notify (b) (6), (b) (7)(C) if it is/isn't approved.

If it is approved (b) (6), (b) (7)(C) will exhaust prior to when (b) (6), (b) (7)(C) says (b) (6), (b) (7)(C) will return.

HR will stay close to it as well.

I'll work with payroll on the removal of the (b) (6), (b) (7)(C) from Kronos

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 12:46 PM

To: (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) just spoke to (b) (6), (b) (7)(C). As of today, MyUHR shows (b) (6), (b) (7)(C) has a leave request for (b) (6), (b) (7)(C)/20 – (b) (6), (b) (7)(C)/20 awaiting more information. The leave originally shows (b) (6), (b) (7)(C) 20 – (b) (6), (b) (7)(C)/20. Upon (b) (6), (b) (7)(C) speaking to (b) (6), (b) (7)(C) this morning, they indicated (b) (6), (b) (7)(C) opened a leave to start (b) (6), (b) (7)(C)/20 and then (b) (6), (b) (7)(C) requested it to be changed to (b) (6), (b) (7)(C)/20. After speaking with (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) is saying they should not have changed the start date to (b) (6), (b) (7)(C) 20 and changed it back to (b) (6), (b) (7)(C) 20 today.



That changes the due date for (b) (6), (b) (7)(C) to provide info from provider from (b) (6), (b) (7)(C)/20 to (b) (6), (b) (7)(C)/20 (45 days from start of leave)

(b) (6), (b) (7)(C) 20 leave is pending, not approved. It needs paperwork from the provider and needs to make a determination.

Kronos shows (b) (6), (b) (7)(C) days of (b) (6), (b) (7)(C) for (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) is saying they did not enter that time, nor did (b) (6), (b) (7)(C). They we need to notify (b) (6), (b) (7)(C) (☺) to remove that from Kronos.

(b) (6), (b) (7)(C) has currently not had any leave days approved, however, it appears (b) (6), (b) (7)(C) job is protected during this 45 day period? Can you please confirm?

I am summarizing a very long email from (b) (6), (b) (7)(C) with attachments and will forward that to you, as well.

Thank you for your support and guidance!

(b) (6), (b) (7)(C)

---

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 11:08 AM

To: (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

I'm guessing (b) (6), (b) (7)(C) hasn't submitted (b) (6), (b) (7)(C) paperwork yet but unfortunately we don't have access to that and rely on (b) (6), (b) (7)(C) to tell us. Did (b) (6), (b) (7)(C) have an approved leave prior to this one? (b) (6), (b) (7)(C) been out for weeks and if it wasn't approved this should have been counting against (b) (6), (b) (7)(C) attendance.

(b) (6), (b) (7)(C) – feel free to chime in if you know more

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:58 AM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Agree – looks like more information is needed for this to be approved, has (b) (6), (b) (7)(C) done that?

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:56 AM

To: (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: RE: (b) (6), (b) (7)(C) Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) received attached on Friday. (b) (6), (b) (7)(C) is calling (b) (6), (b) (7)(C) to better understand, as it appears (b) (6), (b) (7)(C) is eligible but not yet approved for leave based on attached?

Thanks!

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:12 AM

To: (b) (6), (b) (7)(C) @UHHospitals.org>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHHospitals.org>

Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Did you receive any communication from (b) (6), (b) (7)(C) regarding (b) (6), (b) (7)(C) I see (b) (6), (b) (7)(C) listed in (b) (6), (b) (7)(C) as (b) (6), (b) (7)(C) but I am not privy to the paperwork and am not sure if (b) (6), (b) (7)(C) ever submitted it? Any emails you have will be helpful to me to work through this.

(b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 8:48 AM  
To: (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: FW: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020  
Importance: High

Hi (b) (6), (b) (7)(C)

Any support from you on this appreciated. (b) (6), (b) (7)(C) has continued to be non compliant with requests and adhering to policy. I'm attaching (b) (6), (b) (7)(C) last communication with (b) (6), (b) (7)(C)

Can we move this to abandonment and terminate?

Please let us know.

Thanks

(b) (6)

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From: (b) (6), (b) (7)(C)  
Sent: Monday, May 04, 2020 7:02 AM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>  
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) @UHhospitals.org>  
Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C) – Can you help us navigate this situation? We are having a hard time maintaining operations without this position and of course have concerns with keeping up now that we are moving toward the furlough. Are we required to just continue to accept this? I just want to make sure we are aware of our obligations. Let me know if we should have a call to discuss.

Thanks!



(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>; (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>  
Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

(b) (6), (b) (7)(C) is on vacation this week and I'm not the decision maker. However, wouldn't the first step be for (b) (6), (b) (7)(C) to actually mail (b) (6), (b) (7)(C) a denial for (b) (6), (b) (7)(C) requests for no documentation? (b) (6), (b) (7)(C) combined these into one leave and (b) (6), (b) (7)(C) passed the deadline for submission + a 10-day extension for those two requests. Now, (b) (6), (b) (7)(C) added additional date to (b) (6), (b) (7)(C) and it looks like (b) (6), (b) (7)(C) combined that request to the original leaves. Can (b) (6), (b) (7)(C) separately deny the first two date ranges that (b) (6), (b) (7)(C) submitted prior to the latest request for (b) (6), (b) (7)(C) to (b) (6), (b) (7)(C) -20? Thanks.

[cid:image013.jpg@01D6415E.531BA420]

(b) (6), (b) (7)(C) also has a new leave request to extend (b) (6), (b) (7)(C) original requests for which the paperwork isn't due until (b) (6), (b) (7)(C) -20 according to LeavePro, but if is first leave is actually denied, we could take action.

[cid:image014.png@01D6415E.531BA420]

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>  
Sent: Monday, June 8, 2020 1:20 PM  
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>; (b) (6), (b) (7)(C)  
<(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>; (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>  
Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>; (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi all,

As a follow up to this (b) (6), (b) (7)(C) and I talked last week and I confirmed with (b) (6), (b) (7)(C) that (b) (6), (b) (7)(C) never turned in any paperwork. Essentially (b) (6), (b) (7)(C) has been out of work since the beginning of (b) (6), (b) (7)(C) unapproved.

This is unapproved time off and subject to the attendance policy. Let me know your thoughts on next step

Wes, happy to chat through if you want.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, June 01, 2020 5:06 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi all

It turns out that (b) (6), (b) (7)(C) has not submitted ANY paperwork back to (b) (6), (b) (7)(C). Technically (b) (6), (b) (7)(C) had 15 days from (b) (6), (b) (7)(C) original request to submit it so I'm not sure what happened or where the (b) (6), (b) (7)(C) date is coming from. I'll set up a call for us tomorrow to review next steps.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, June 01, 2020 12:47 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Importance: High

Hi,

I just want to circle back on this. It looks like (b) (6), (b) (7)(C) is out of office this week. We are past the extension date of (b) (6), (b) (7)(C) - (b) (6), (b) (7)(C) applied for another leave and I would like to take action as soon as possible if able since we have exceeded (b) (6), (b) (7)(C).

(b) (6), (b) (7)(C) has not been to work in 2 months at this point and we really need this role filled.

Thanks for your support and guidance!!!

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 29, 2020 2:54 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Sorry to be a pain – we are now receiving notification that (b) (6), (b) (7)(C) is requesting leave for (b) (6), (b) (7)(C)/20 – (b) (6), (b) (7)(C)/20. Please let me know our options.

Thanks

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 22, 2020 12:44 PM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thank you for the update (b) (6), (b) (7)(C). We can partner back up after (b) (6), (b) (7)(C) extension date has passed to see what next steps look like. Have a good weekend.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 22, 2020 12:11 PM

To: (b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)

<(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Good afternoon,

As a follow up – (b) (6), (b) (7)(C) paperwork was due yesterday. It was not submitted and (b) (6), (b) (7)(C) has granted (b) (6), (b) (7)(C) an extension to turn in until (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)



From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 1:21 PM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thanks for the feedback

The bottom line is that it appears any time (b) (6), (b) (7)(C) has been out since (b) (6), (b) (7)(C) should be considered protected. We need to stay close to this to ensure (b) (6), (b) (7)(C) submits the paperwork. (b) (6), (b) (7)(C) will notify (b) (6), (b) (7)(C) supervisor if it is/isn't approved.

If it is approved (b) (6), (b) (7)(C) will exhaust prior to when (b) (6), (b) (7)(C) says (b) (6), (b) (7)(C) will return.

HR will stay close to it as well.

I'll work with payroll on the removal of the (b) (6), (b) (7)(C) from Kronos

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 12:46 PM

To: (b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) just spoke to (b) (6), (b) (7)(C). As of today, MyUHHR shows (b) (6), (b) (7)(C) has a leave request for (b) (6), (b) (7)(C)/20 – (b) (6), (b) (7)(C)/20 awaiting more information. The leave originally shows (b) (6), (b) (7)(C)/20 – (b) (6), (b) (7)(C)/20. Upon (b) (6), (b) (7)(C) speaking to (b) (6), (b) (7)(C) this morning, they indicated (b) (6), (b) (7)(C) opened a leave to start (b) (6), (b) (7)(C)/20 and then (b) (6), (b) (7)(C) requested it to be changed to (b) (6), (b) (7)(C)/20. After speaking with (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) is saying they should not have changed the start date to (b) (6), (b) (7)(C)/20 and changed it back to (b) (6), (b) (7)(C)/20 today.

That changes the due date for (b) (6), (b) (7)(C) to provide info from provider from (b) (6), (b) (7)(C)/20 to (b) (6), (b) (7)(C)/20 (45 days from start of leave)

(b) (6), (b) (7)(C) 20 leave is pending, not approved. It needs paperwork from the provider and needs to make a determination.

Kronos shows (b) (6), (b) (7)(C) days of (b) (6), (b) (7)(C) for (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) is saying they did not enter that time, nor did (b) (6), (b) (7)(C). They we need to notify (b) (6), (b) (7)(C) ( 😊 ) to remove that from Kronos.

(b) (6), (b) (7)(C) has currently not had any leave days approved, however, it appears (b) (6), (b) (7)(C) job is protected during this 45 day period? Can you please confirm?

I am summarizing a very long email from (b) (6), (b) (7)(C) with attachments and will forward that to you, as well.

Thank you for your support and guidance!

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 11:08 AM

To: (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

I'm guessing (b) (6) hasn't submitted (b) (6) paperwork yet but unfortunately we don't have access to that and rely on (b) (6), (b) (7) to tell us. Did (b) (6) have an approved leave prior to this one? (b) (6) been out for weeks and if it wasn't approved this should have been counting against (b) (6) attendance.

(b) (6), (b) (7) – feel free to chime in if you know more

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:58 AM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Agree – looks like more information is needed for this to be approved, has (b) (6) done that?

[cid:image020.png@01D6415E.531BA420]

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:56 AM

To: (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)

(b) (6), (b) (7)(C) received attached on Friday. (b) (6), (b) (7) is calling (b) (6), (b) (7) to better understand, as it appears (b) (6) is eligible but not yet approved for leave based on attached?

Thanks!

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:12 AM

To: (b) (6), (b) (7)(C) @UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Did you receive any communication from (b) (6), (b) (7)(C) regarding (b) (6), (b) (7)(C) I see (b) (6), (b) (7)(C) listed in (b) (6), (b) (7)(C) as (b) (6), (b) (7)(C) but I am not privy to the paperwork and am not sure if (b) (6), (b) (7)(C) ever submitted it?

Any emails you have will be helpful to me to work through this.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 8:48 AM

To: (b) (6), (b) (7)(C) @UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Subject: FW: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Importance: High

Hi (b) (6), (b) (7)(C)

Any support from you on this appreciated. (b) (6), (b) (7)(C) has continued to be non compliant with requests and adhering to policy. I'm attaching (b) (6), (b) (7)(C) last communication with (b) (6), (b) (7)(C)

Can we move this to abandonment and terminate?

Please let us know.

Thanks

(b) (6)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 7:02 AM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Cc: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>


Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C) – Can you help us navigate this situation? We are having a hard time maintaining operations without this position and of course have concerns with keeping up now that we are moving toward the furlough. Are we required to just continue to accept this? I just want to make sure we are aware of our obligations. Let me know if we should have a call to discuss.

Thanks!

[cid:image022.png@01D6415E.531BA420]

(b) (6), (b) (7)(C)



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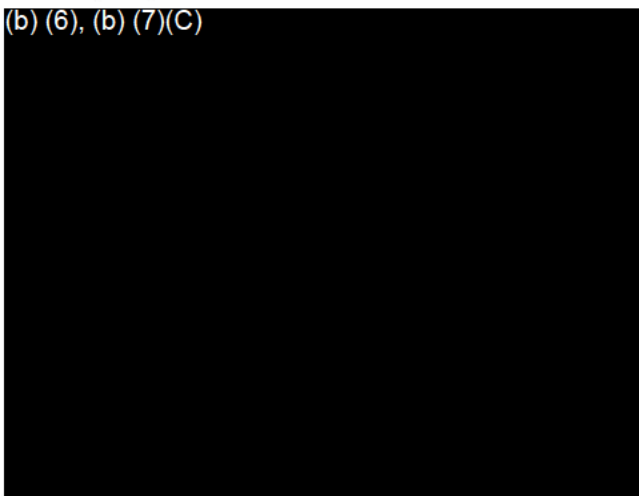
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Saturday, June 13, 2020 8:41 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi –

I would like to move forward with termination for job abandonment. (b) (6), (b) (7)(C) and I can discuss Monday and circle back with (b) (6), (b) (7)(C). Thanks

(b) (6), (b) (7)(C)




---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 08, 2020 2:07 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Yes that is what they are doing. (b) (6), (b) (7)(C) is sending the denials and back dating it all the way to (b) (6), (b) (7)(C). I've asked them to send me a note once those letters go out.

(b) (6), (b) (7)(C)

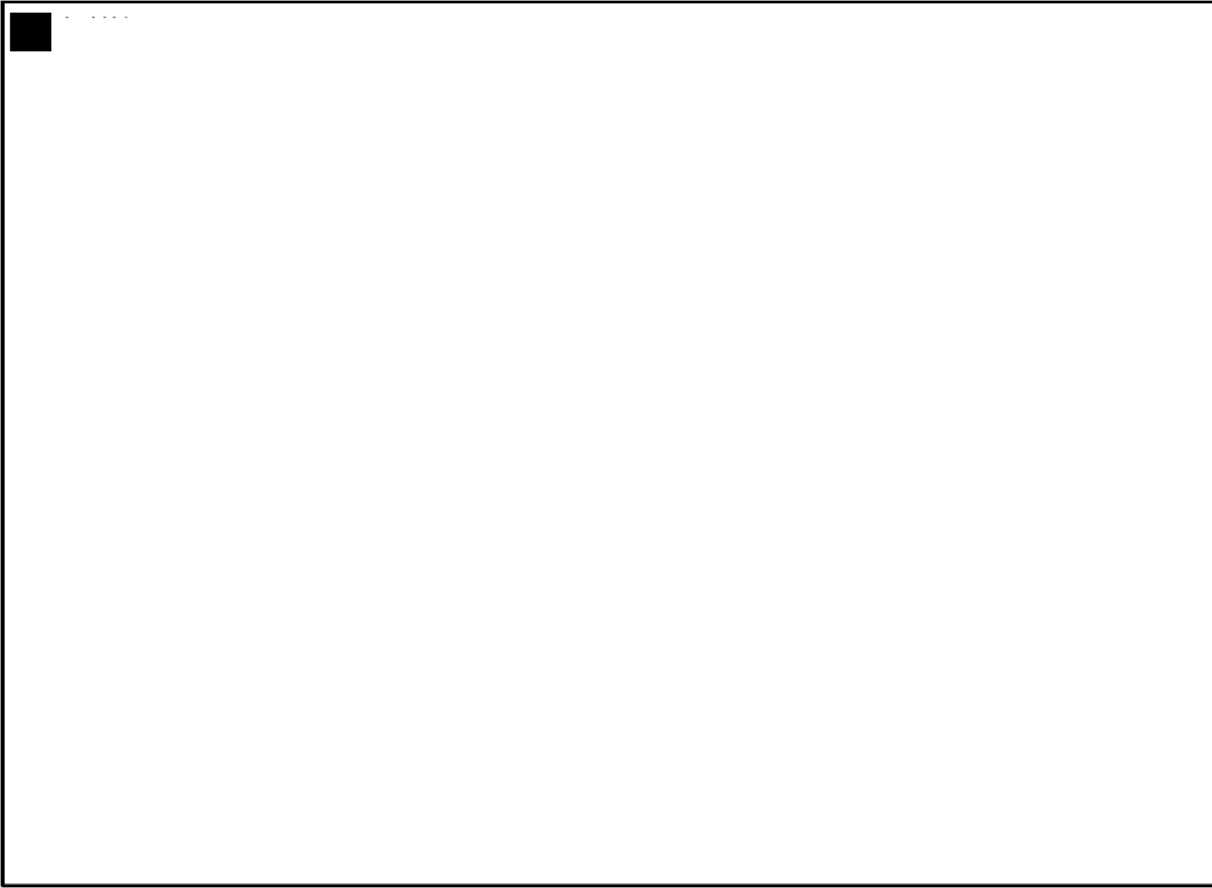


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**From:** (b) (6), (b) (7)(C)  
**Sent:** Monday, June 08, 2020 1:45 PM  
**To:** (b) (6), (b) (7)(C) @UHHospitals.org>  
**Cc:** (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>; (b) (6), (b) (7)(C) @UHHospitals.org>  
**Subject:** (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

(b) (6), (b) (7)(C) is on vacation this week and I'm not the decision maker. However, wouldn't the first step be for (b) (6), (b) (7)(C) to actually mail (b) (6), (b) (7)(C) a denial for (b) (6), (b) (7)(C) requests for no documentation? (b) (6), (b) (7)(C) combined these into one leave and (b) (6), (b) (7)(C)

passed the deadline for submission + a 10-day extension for those two requests. Now, (b) (6), (b) (7) added additional date to (b) (6), (b) (7) and it looks like (b) (6), (b) (7) combined that request to the original leaves. Can (b) (6), (b) (7) separately deny the first two date ranges that (b) (6), submitted prior to the latest request for (b) (6), (b) (7) to (b) (6), (b) (7) 20? Thanks.



(b) (6), also has a new leave request to extend (b) (6), original requests for which the paperwork isn't due until (b) (6), (b) (7) -20 according to LeavePro, but if is first leave is actually denied, we could take action.

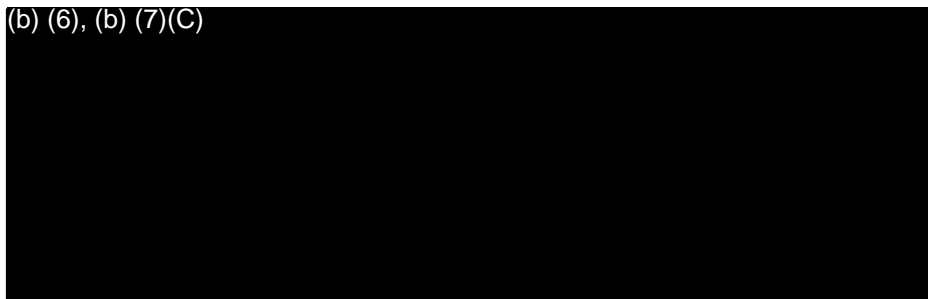
.

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**From:** (b) (6), (b) (7)(C)  
**Sent:** Sunday, June 14, 2020 7:48 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Correct - we are eliminating that position which we already opened the req for.

(b) (6), (b) (7)(C)



-----Original Message-----

**From:** (b) (6), (b) (7)(C)  
**Sent:** Saturday, June 13, 2020 10:48 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C)@UHhospitals.org>  
**Cc:** (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Please note the requisition associated w this role was marked for elimination.

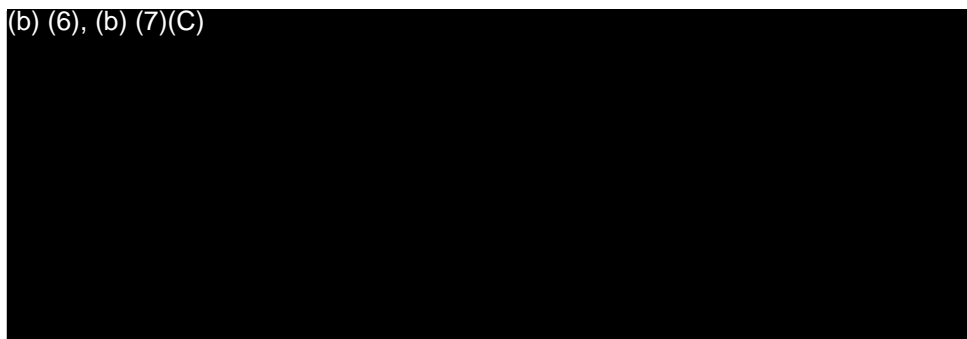
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**From:** (b) (6), (b) (7)(C)  
**Sent:** Saturday, June 13, 2020 8:40 AM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi –

I would like to move forward with termination for job abandonment. (b) (6), (b) (7)(C) and I can discuss Monday and circle back with (b) (6), (b) (7)(C) Thanks

(b) (6), (b) (7)(C)



**From:** (b) (6), (b) (7)(C)

Sent: Monday, June 08, 2020 2:07 PM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>

Cc: (b) (6), (b) (7)(C) @UHhospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)@UHhospitals.org>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Yes that is what they are doing. (b) (6), (b) (7) is sending the denials and back dating it all the way to (b) (6), (b) (7). I've asked them to send me a note once those letters go out.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, June 08, 2020 1:45 PM

To: (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Cc: (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>>

(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

(b) (6), (b) (7)(C) is on vacation this week and I'm not the decision maker. However, wouldn't the first step be for (b) (6), (b) (7) to actually mail (b) (6), (b) (7) a denial for (b) (6), (b) (7) first two (b) (6), (b) (7) requests for no documentation? (b) (6), (b) (7) combined these into one leave and (b) (6), (b) (7) passed the deadline for submission + a 10-day extension for those (b) (6), (b) (7) requests. Now, (b) (6), (b) (7) added additional date to (b) (6), (b) (7) and it looks like (b) (6), (b) (7) combined that request to the original leaves. Can (b) (6), (b) (7) separately deny the first two date ranges that (b) (6), (b) (7) submitted prior to the latest request for (b) (6), (b) (7) to (b) (6), (b) (7)-20? Thanks.

[cid:image013.jpg@01D6415E.531BA420]

(b) (6), (b) (7) also has a new leave request to extend (b) (6), (b) (7) original requests for which the paperwork isn't due until (b) (6), (b) (7)-20 according to LeavePro, but if its first leave is actually denied, we could take action.

[cid:image014.jpg@01D6415E.531BA420]

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Sent: Monday, June 8, 2020 1:20 PM



To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>  
Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi all,

As a follow up to this (b) (6), (b) (7)(C) and I talked last week and I confirmed with (b) (6), (b) (7)(C) that (b) (6), (b) (7)(C) never turned in any paperwork. Essentially (b) (6), (b) (7)(C) has been out of work since the beginning of (b) (6), (b) (7)(C) unapproved.

This is unapproved time off and subject to the attendance policy. Let me know your thoughts on next step

(b) (6), (b) (7)(C) happy to chat through if you want.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, June 01, 2020 5:06 PM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>  
Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi all

It turns out that (b) (6), (b) (7)(C) has not submitted ANY paperwork back to (b) (6), (b) (7)(C). Technically (b) (6), (b) (7)(C) had 15 days from (b) (6), (b) (7)(C) original request to submit it so I'm not sure what happened or where the (b) (6), (b) (7)(C) date is coming from. I'll set up a call for us tomorrow to review next steps.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, June 01, 2020 12:47 PM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>  
Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org>mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>  
Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020  
Importance: High

Hi,

I just want to circle back on this. It looks like (b) (6), (b) (7)(C) is out of office this week. We are past the extension date of (b) (6), (b) (7)(C) – (b) (6) applied for another leave and I would like to take action as soon as possible if able since we have exceeded (b) (6), (b) (7)(C).

(b) (6) has not been to work in 2 months at this point and we really need this role filled.

Thanks for your support and guidance!!!

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 29, 2020 2:54 PM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)

<(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)

<(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Sorry to be a pain – we are now receiving notification that (b) (6), (b) (7)(C) is requesting leave for (b) (6), (b) (7)(C)/20 – (b) (6), (b) (7)(C)/20. Please let me know our options.

Thanks

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 22, 2020 12:44 PM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thank you for the update (b) (6), (b) (7)(C). We can partner back up after (b) (6), (b) (7)(C) extension date has passed to see what next steps look like. Have a good weekend.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Friday, May 22, 2020 12:11 PM

To: (b) (6), (b) (7)(C) @UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Good afternoon,

As a follow up – (b) (6), (b) (7)(C) paperwork was due yesterday. It was not submitted and (b) (6), (b) (7)(C) has granted (b) (6), (b) (7)(C) an extension to turn in until (b) (6), (b) (7)(C).

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 1:21 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C)

<(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Thanks for the feedback

The bottom line is that it appears any time (b) (6), (b) (7)(C) has been out since (b) (6), (b) (7)(C) should be considered protected. We need to stay close to this to ensure (b) (6), (b) (7)(C) submits the paperwork. (b) (6), (b) (7)(C) will notify (b) (6), (b) (7)(C) if it is/isn't approved.

If it is approved (b) (6), (b) (7)(C) will exhaust prior to when (b) (6), (b) (7)(C) says (b) (6), (b) (7)(C) will return.

HR will stay close to it as well.

I'll work with payroll on the removal of the (b) (6), (b) (7)(C) from Kronos

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 12:46 PM

To: (b) (6), (b) (7)(C) @UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>; (b) (6), (b) (7)(C)

<(b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@UHHospitals.org<mailto:(b) (6), (b) (7)(C)@UHHospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) just spoke to (b) (6), (b) (7)(C). As of today, MyUHHR shows (b) (6), (b) (7)(C) has a leave request for (b) (6), (b) (7)(C)/20 – (b) (6), (b) (7)(C)/20 awaiting more information. The leave originally shows (b) (6), (b) (7)(C) 20 – (b) (6), (b) (7)(C)/20. Upon (b) (6), (b) (7)(C) speaking to (b) (6), (b) (7)(C) this morning, they indicated (b) (6), (b) (7)(C) opened a leave to start (b) (6), (b) (7)(C)/20 and then (b) (6), (b) (7)(C) requested it to be changed to (b) (6), (b) (7)(C)/20. After speaking with (b) (6), (b) (7)(C), (b) (6), (b) (7)(C) is saying they should not have changed the start date to (b) (6), (b) (7)(C)/20 and changed it back to (b) (6), (b) (7)(C) 20 today.

That changes the due date for (b) (6), (b) (7)(C) to provide info from provider from (b) (6), (b) (7)(C)/20 to (b) (6), (b) (7)(C) 20 (45 days from start of leave)

(b) (6), (b) (7)(C)/20 leave is pending, not approved. It needs paperwork from the provider and needs to make a determination.

Kronos shows (b) (6), (b) (7)(C) days of (b) (6), (b) (7)(C) for (b) (6), (b) (7)(C). (b) (6), (b) (7)(C) is saying they did not enter that time, nor did (b) (6), (b) (7)(C). They we need to notify (b) (6), (b) (7)(C) ( 😊 ) to remove that from Kronos.

(b) (6), (b) (7)(C) has currently not had any leave days approved, however, it appears (b) (6), (b) (7)(C) job is protected during this 45 day period? Can you please confirm?

I am summarizing a very long email from (b) (6), (b) (7)(C) with attachments and will forward that to you, as well.

Thank you for your support and guidance!

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 11:08 AM

To: (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org><mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

I'm guessing (b) (6), (b) (7)(C) hasn't submitted (b) (6), (b) (7)(C) paperwork yet but unfortunately we don't have access to that and rely on (b) (6), (b) (7)(C) to tell us. Did (b) (6), (b) (7)(C) have an approved leave prior to this one? (b) (6), (b) (7)(C) been out for weeks and if it wasn't approved this should have been counting against (b) (6), (b) (7)(C) attendance.

(b) (6), (b) (7)(C) – feel free to chime in if you know more

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:58 AM

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org><mailto:(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)

<(b) (6), (b) (7)(C)@UHhospitals.org><mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Agree – looks like more information is needed for this to be approved, has (b) (6), (b) (7)(C) done that?

[cid:image020.png@01D6415E.531BA420]

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:56 AM

To: (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) received attached on Friday. (b) (6), (b) (7)(C) is calling (b) (6), (b) (7)(C) to better understand, as it appears (b) (6), (b) (7)(C) is eligible but not yet approved for leave based on attached?

Thanks!

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 10:12 AM

To: (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: RE: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C)

Did you receive any communication from (b) (6), (b) (7)(C) regarding (b) (6), (b) (7)(C) I see (b) (6), (b) (7)(C) listed in (b) (6), (b) (7)(C) as (b) (6), (b) (7)(C) but I am not privy to the paperwork and am not sure if (b) (6), (b) (7)(C) ever submitted it?

Any emails you have will be helpful to me to work through this.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 8:48 AM

To: (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Subject: FW: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Importance: High

Hi (b) (6), (b) (7)(C)

Any support from you on this appreciated. (b) (6), (b) (7)(C) has continued to be non compliant with requests and adhering to policy. I'm attaching (b) (6), (b) (7)(C) last communication with (b) (6), (b) (7)(C)

Can we move this to abandonment and terminate?

Please let us know.

Thanks

(b) (6)

From: (b) (6), (b) (7)(C)

Sent: Monday, May 04, 2020 7:02 AM

To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

Cc: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>; (b) (6), (b) (7)(C)

<(b) (6), (b) (7)(C)@UHhospitals.org<mailto:(b) (6), (b) (7)(C)@UHhospitals.org>>

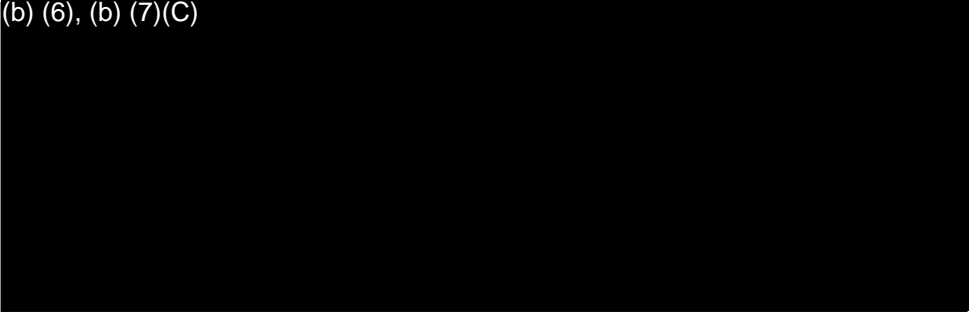
Subject: (b) (6), (b) (7)(C) - Leave until (b) (6), (b) (7)(C) 2020

Hi (b) (6), (b) (7)(C) – Can you help us navigate this situation? We are having a hard time maintaining operations without this position and of course have concerns with keeping up now that we are moving toward the furlough. Are we required to just continue to accept this? I just want to make sure we are aware of our obligations. Let me know if we should have a call to discuss.

Thanks!

[cid:image022.png@01D6415E.531BA420]

(b) (6), (b) (7)(C)



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**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, (b) (6), (b) (7)(C) 2020 6:02 PM  
**To:** (b) (6), (b) (7)(C)  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Determination - (b) (6), (b) (7)(C)

**Categories:** Red Category

Use this letter and print both on a color printer. I only changed “thru” to “through” on the term letter. Thanks all.

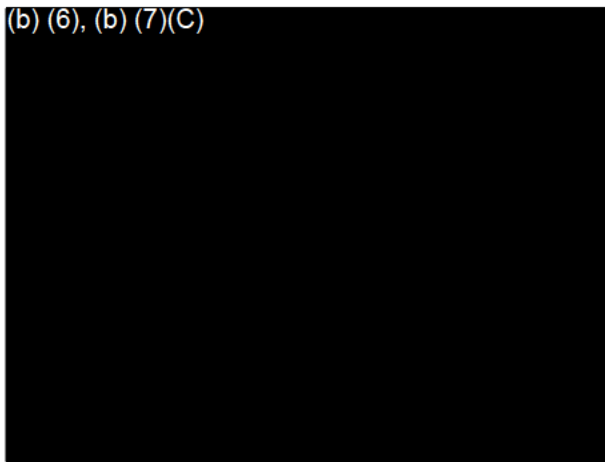
I guess they chose the (b) (6), (b) (7)(C)-20 date in the term letter because while (b) (6) wasn't willing to sign the necessary policy in order to work from home since (b) (6), (b) (7)(C) staff were allowed to use PTO for missed time. (b) (6) exhausted what (b) (6) had on (b) (6), (b) (7)(C)-20. It also sounds like HR is okay with terminating for violation of the attendance policy even though (b) (6) never got a warning and (b) (6), (b) (7)(C) just issued the (b) (6), (b) (7)(C) denial determination today. I wouldn't be surprised to see (b) (6), (b) (7)(C) pursue this.



(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)

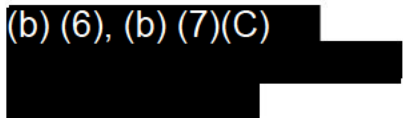


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From: (b) (6), (b) (7)(C)  
Sent: Tuesday, (b) (6), (b) (7)(C) 2020 3:25 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
Subject: RE: Determination - (b) (6), (b) (7)(C)

Sure

(b) (6), (b) (7)(C)




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From: (b) (6), (b) (7)(C)  
Sent: Tuesday, (b) (6), (b) (7)(C) 2020 3:24 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org  
Subject: RE: Determination - (b) (6), (b) (7)(C)

Thanks – I am in the office tomorrow. Can I print and mail tomorrow then?

(b) (6), (b) (7)(C) you will need to do the Oracle piece.

(b) (6), (b) (7)(C)



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From: (b) (6), (b) (7)(C)  
Sent: Tuesday, (b) (6), (b) (7)(C) 2020 3:22 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org  
Subject: RE: Determination - (b) (6), (b) (7)(C)

Hi (b) (6), (b) (7)(C)

Thank you for reaching out. This is actually what I was waiting on from (b) (6), (b) (7)(C). Attached is the letter that needs to go out to (b) (6), (b) (7)(C) please review. If you both are okay with the letter are you able to put this in the mail at (b) (6), (b) (7)(C) along with the determination letter? Once the letters are mailed to (b) (6), (b) (7)(C) please process the termination with an effective date of (b) (6), (b) (7)(C)/20.

Thanks,  
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

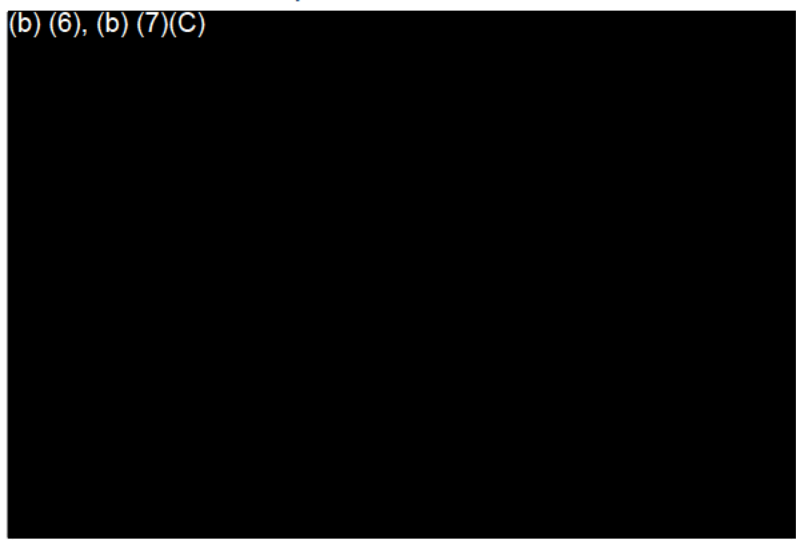
Office: (b) (6), (b) (7)(C)

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From: (b) (6), (b) (7)(C)  
Sent: Tuesday, (b) (6), (b) (7)(C) 2020 2:34 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org; (b) (6), (b) (7)(C) @UHHospitals.org  
Subject: Determination (b) (6), (b) (7)(C)

What is the next step?

(b) (6), (b) (7)(C)



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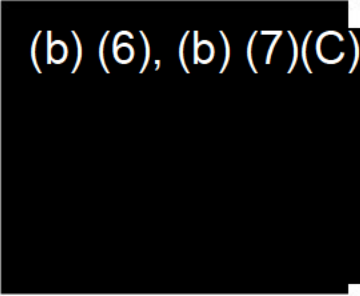
From: [MyUHLeaves@uhhospitals.org](mailto:MyUHLeaves@uhhospitals.org) <[MyUHLeaves@uhhospitals.org](mailto:MyUHLeaves@uhhospitals.org)>  
Sent: Tuesday, (b) (6), (b) (7)(C) 2020 12:51 PM  
To: (b) (6), (b) (7)(C); (b) (6), (b) (7)(C) @UHHospitals.org  
Subject: Determination (b) (6), (b) (7)(C)

Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)



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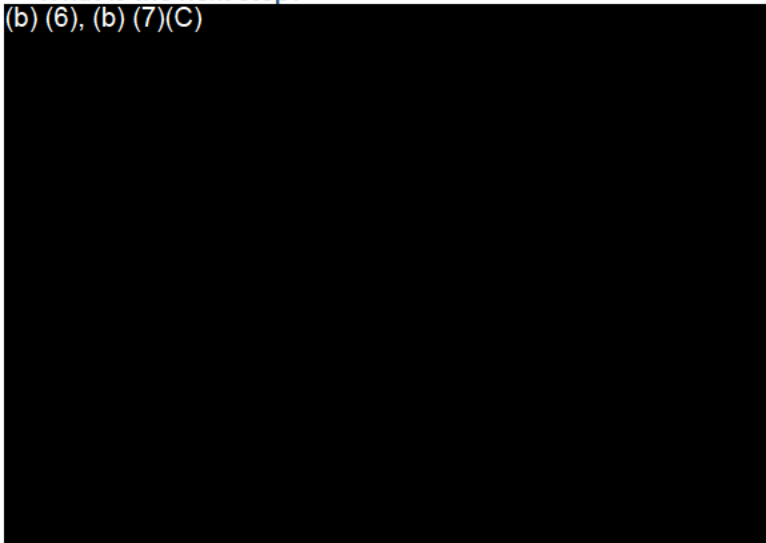
---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, (b) (6), (b) (7)(C) 2020 2:34 PM  
**To:** (b) (6), (b) (7)(C); (b) (6), (b) (7)(C); (b) (6), (b) (7)(C)  
**Subject:** Determination (b) (6), (b) (7)(C)

**Categories:** Red Category

[What is the next step?](#)

(b) (6), (b) (7)(C)



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**From:** MyUHLeaves@uhhospitals.org  
**Sent:** Tuesday, (b) (6), (b) (7)(C) 2020 12:51 PM  
**To:** (b) (6), (b) (7)(C)  
**Subject:** Determination - (b) (6), (b) (7)(C)

Hello,

Please review the attached leave correspondence. Please let us know if you have any questions.

Thank you,

(b) (6), (b) (7)(C)

